


Karim EL-ALI



Tripoli, Lebanon 

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November 27th, 1988 

Experienced in assessing business situations, conducting research, creating strategic plans, recommending solutions to management, monitoring competitors and measuring the results of implemented strategies.

Skills

- High valuation for teamwork
- Self-motivated
- Multilingual
- Startup strategist
- Small business management
- Understanding of customer psychology
- Critical thinking
- Problem-solving abilities
- Time management
- Customer service
- Quick learner
- Clear communication

Experience

JULY 2019 – PRESENT

Operations Officer / Neotic.ai – Tripoli, Lebanon

- Hands-on experience in operating in a startup and finding out how to manage a team of creative individuals.
- Understanding small businesses management ins and outs from fundraising to pitching to VC's and angel investors to strategic planning, screening and personnel selection.
- Gained excellent technical abilities and a full understanding of big data analytics.
- Spearheading strategies to steer the company's future in a positive direction.
- Driving the company's operating capabilities to surpass customer satisfaction and retention, and company goals.
- Monitoring invoices, money handling procedures, accounting and bank processes.
- Preparing timely and accurate financial performance reports.
- Overseeing marketing initiatives and implementing better business practices.
- Delegating responsibilities to ensure staff members grow as capable participants.
- Employing various initiatives to coach employees to optimize their capabilities.
- Completing performance reviews in a prudent manner.
- Assessing and implementing improved processes and new technologies, and collaborating with management regarding the implementation of these improvements.

MAY 2017 – JUNE 2019

**Customer Care Representative /
Aylool SARL - Beirut, Lebanon (operating 4 hospitality
venues around the country)**

- Maintaining financial accounts by processing customer adjustments.
- Recommending potential events or services to management by collecting customer information and analyzing customer needs.
- Preparing product or service reports by collecting and analyzing customer information.
- Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Attracting potential customers by answering product and service questions; suggesting information about other products and services.
- Opening customer accounts by recording account information. Maintaining customer records by updating account information.

OCTOBER 2015 – MAY 2017

**Account Manager/
Telesupport International – Jal El Dib, Lebanon**

- Responsible for creating and sustaining new sales, contracting, establishing and keep a good working rapport with re-sellers, various departments and dealing with channel programs.
- Communicating and updating clients about products and offered services. Having knowledge demonstrating industries.
- Working with promotion to increase sales through events and other activities, as well as expanding relationships of existing customers.

APRIL 2013 – AUGUST 2015

**Retail Sales Associate /
Al Tayer Group - Dubai, UAE**

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Introducing promotions and opportunities to customers. Cross-selling products to increase purchase amounts. Achieving established goals.

APRIL 2010 – MARCH 2013

**Computer & Network Technician /
Zahed Computers - Tripoli, Lebanon**

- Installed hardware and software on standalone personal computers.
- Responded to requests for technical assistance.
- Managed testing procedures for newly installed hardware and software applications.
- Ensured timely repair of equipment.
- Assisted with network troubleshooting procedures.
- Provided backup to the network administrator. Installed and updated antivirus programs on a constant basis.
- Ensured maintenance of end user workstations and peripheral devices.

Education

2010

Business Bachelor's / Lebanese University

Related courses:

- Accounting
- Purchasing
- Leadership
- Human resources
- Business management
- Economics

Startup Strategist

2018

Startup Advisor / Kina Handcrafted Bar – Byblos, Lebanon

2017

Startup Advisor & Managing Partner/ Los Vedas – Bsalim, Lebanon

2017

Business Advisor / Bold rooftop – Dbayeh, Lebanon

Small Business Management

2015 - 2019

POS systems for hospitality venues

Installation, configuration and data entry. Managing a team of three with online and on-site support.

Languages

- **Arabic**
Native
- **English**
Full professional proficiency
- **French**
Limited working proficiency

Training Programs

- **Fraud awareness**
- **Time and stress management**
- **Retail fashion academy**
- **Lead generation**

References

Samir EL-ZEIN /

Neotic.ai / CEO and founder

Email: samir@neotic.ai Phone: 76530655

Rony GHOUSSAINY /

Telesupport International / Program Manager

Email: ronygh5@gmail.com Phone: 70291210

Anthony ABI SLAIMEN /

Aylool SARL / General Manager

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