

CURRICULUM VITAE

Name : Karla Ezzo
Position : Material Sales Officer-General Manager Assistant
Phone Number : +961 78894897
Date of Birth : 1992
Nationality : Lebanese

Education :

Institution : Rafik Hariri University (Mechref – Lebanon)
 Date : 2014
 Degree obtained : Business Management

Employment Record:

Date	:	May 2019 - Present
Company	:	Fouad Baayno Bookbindery SARL
Location	:	Lebanon
Position	:	Material Sales Officer – GM Personal Assistant
Description	:	<ul style="list-style-type: none"> Responsible for the General Manager daily tasks. Assist him in his meetings, travels, appointments. Provide him with all the information that he request regarding Baayno's materials. Assist with the daily sales of Baayno's materials. Responsible for Pricing all the products that we sell to customers, such as Glue, Fabric, Carton, Threads, etc. In contact with all Fouad Baayno's customers. Assist with the yearly Inventory of Baayno Products
Date	:	January 2015 – April 2018
Company	:	TEAM International
Location	:	Lebanon
Position	:	Management Consultant
Description	:	<p>Participated as a management consultant and researcher in the following projects and assignments:</p> <p>Ministry of Finance (MOF)-ROL (2017-2018)</p> <p>Worked on an individual assignment for the MOF to organize and update functional structure;</p> <ul style="list-style-type: none"> Covering 5 Directorates and their Departments (Budget and Commitment Control Directorate- Treasury Directorate- Expenditure Directorate- Public Accounting Directorate- Public Debt Directorate). Job descriptions within each department. <p>E-Government Transformation Strategic Plan (Ministry of National guard) – KSA (2016)</p> <p>Participated as an assistant in Process Re-engineering and Total Quality Management area.</p> <ul style="list-style-type: none"> Business process and procedure documentation in accordance with e-government standards and guidelines of the e-government national initiative.

	<p>Office of Minister for Administrative Reform (OMSAR) – Lebanon. (2016)</p> <p>Technical Assistance to the Administrative Simplification in 4 Ministries (Social Affairs, Tourism, Public Health and Industry); in association with ACE International Consultants, Madrid, Spain. This project aimed to capture and simplify organizational processes within the designated ministries.</p> <p>Main tasks included:</p> <ul style="list-style-type: none"> • Collecting and organizing all process data from the ministries into categorized procedures (data matrix/process sheet). • BPM (Business Process Mapping) using Visio, to map all the processes workflows for validation by the client (the initial phase was to map the 'current situation' before proceeding to simplification). <p>Ministry of Municipalities and Rural Affairs - Kingdom of Saudi Arabia.(2015)</p> <p>Organizational development project that covered Process Mapping and updating the Organizational Structure. The main tasks included:</p> <ul style="list-style-type: none"> • Drafting municipal job descriptions and adapting them to fit the clients' structure. • BPM (Business Process Mapping) of procedures, in particular for land & property permits. • Developing draft PowerPoint presentations for the client. • Categorizing procedures by activity. <p>Harkous Chicken – Lebanon (2014-2015)</p> <p>A strategic market study, including: The development of a Marketing Strategy for a chicken slaughter house, industry, and food retailer with an expansion plan through a new factory and retail services.</p> <p>The main tasks are spread across 4 areas of the scope of work:</p> <ul style="list-style-type: none"> • Categorizing and reviewing the organizational manual. • Conducting a SWOT & PESTLE analysis. • Developing the Vision & Mission. • Researching and producing the 4p's (Product/Price/Place/Promotion) Marketing strategy. <p>Makassed Association – Saida, Lebanon: (2014-2015)</p> <p>Scope of work included the preparation of organizational development manual for the association.</p> <p>The tasks included research and development of;</p> <ul style="list-style-type: none"> • Organizational structure, functional statements & job descriptions. • SWOT & PESTLE and Stakeholders Analysis. • Development of a Vision & Mission. <p>In-house Project for TEAM International-Beirut, Lebanon. (2014)</p> <p>Participated in the preparation of TEAM's Beirut Q.M.S. ISO 9001:2008-9001-2015 documentation system: As part of the internal consulting workgroup assisted in preparing the required documents as follow:</p> <ul style="list-style-type: none"> • Procedures documentation covering all the organization (including workflow mapping). • Service realization procedures. • Job Descriptions. • SWOT Analysis. • Organization and Quality Manual. • Updating the Certificate in 2017
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Computer Skills

Word, Excel, PowerPoint, Visio, Business Pack and BPMN

Certificates

ISO 31000 (Risk Management)

ISO 9001:2015

ISO 9001:2008

HRM Workshop

Languages: (Excellent=E, Good=G, Fair=F)

	Reading	Speaking	Writing
Arabic	E	E	E
English	E	E	E