

Raneem Hijazi

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Employment History

Sep 2020 — Present

BEIRUT

Performance Management Officer

Saudi Tumpane

- Liaise with the Business Excellence Director to develop Key Performance Indicators (KPIs) for all employees at Saudi Tumpane.
- Ensure all strategic objectives, initiatives and KPIs are aligned accurately on the Balanced Scorecard.
- Monitor and follow-up with top management to collect data for cascading KPIs.
- Ensure that all directors have completed Goal Setting plan at the start of the year.
- Manage the Performance Feedback Processes confirming constructive and effective feedback provided by Heads of Department/Supervisors to employees.
- Validate top positions using 9-Box Evaluation and performance appraisal to achieve the succession plan.

Apr 2019 — Jan 2020

EDINBURGH

Business Development Representative

Secure Works - Dell

- Grow existing government and private sector client base through targeted sales and marketing campaigns.
- Develop fresh leads of specific business sections for the needs of the IT Services sales team.
- Create and maintain business awareness through continuous engagement, needs assessment, and follow ups.
- Develop relationships with relevant organization stakeholders at all levels of corporate hierarchy.
- Identify gaps in clients' projects and propose suitable solutions.
- Manage contracts, bids, budgets, and timelines.

Feb 2019 — Feb 2020

EDINBURGH

Volunteering

British Red Cross - Charity

Sales Assistant

Apr 2018 — Oct 2018

EDINBURGH

Customer Support Representative

Motorola

- Resolve product or service problems according to the complaint.
- Respond to customers' questions and inquiries on different platforms; phone, emails and chat.
- Record and maintain customer accounts' information.

Nov 2013 — Apr 2017

BEIRUT

Receivables/Procurement Officer

Araco Ready Mix Concrete

- Seek potential customers to offer new bulk concrete order discounts.

- Create sales customer sheet for building rapport and meeting them on- site.
- Cooperate with the receivables accountant to maintain and assure an accurate filing and archive system.
- Assist the internal auditor in any of receivables project and audit program.
- Collect customers' legal documents and payments.
- Receive and manage customers' quotations and agreements.
- Maintain a proper customer's cards, projects & prices.

Apr 2012 — Nov 2013

BEIRUT

Human Resources Officer

SOLIDERE

- Ensure accurate job descriptions are in place.
- Advise and assist staff performance evaluations.
- Identify training and development opportunities.
- Organise training sessions, workshops and activities for staff and employees.
- Assist in selection, interviewing and evaluating candidates.
- Follow up on trainees' approvals and certification.

Education

Jan 2017 — Jun 2017

EDINBURGH

Edinburgh Napier University

Completed four out of eight courses towards MSc Business Management.

Courses include:

1. Leadership, Strategy and Innovation
2. Contemporary Issues in Strategic Management
3. Organisational Change and Management
4. Managing Innovation

Sep 2008 — Jul 2012

BEIRUT

Lebanese American University

BSc Hospitality and Tourism Management

Workshops

2016

Effective Communication & Interpersonal Skills

2016

Time Management

2015

Coaching for Customer Care & Mental Bath Program

2015

4-Dimensional Leadership

2015

Motivation & Leadership

Skills

RNT

Salesforce

Sales Navigator

Oracle

JD Edwards

Navision

Languages

Arabic



English



References

Jenn Anderson

Secure Works - Dell

jeanderson@secureworks.com

Mark Armitage

Motorola - Sykes

mark.armitage@sykes.com