

Sarah Elia

00961(76) 32 48 33

Sarah.E.96@hotmail.com

Beirut-Lebanon

May 13th 1996

Work experience

Ghorayeb Technotel- Account Manager

[December 2020 – Present]

[July 2018 till September 2018]

- I. Serving as the lead point of contact for all customer account management matters and developing trusted advisor relationships
- II. Building and maintaining strong, long-lasting client relationships and negotiating contracts and closing agreements to maximize profits
- III. Ensuring the timely and successful delivery of our wedding & events solutions according to customer needs and objectives
- IV. Communicating the progress of monthly/quarterly initiatives to internal and external stakeholders
- V. Developing new business with existing clients and/or identify areas of improvement to meet company sales quotas
- VI. Forecasting and tracking key account metrics, quarterly sales results and annual forecasts
- VII. Assisting with challenging client requests or issued escalations and preparing reports on current accounts statuses

Raymond Souaiby and Co SARL - NSSF Administrative Assistant

[September 2015 - December 2015]

- I. Received and analyzed monthly customer NSSF declarations and official documents
- II. Liaised with NSSF to follow up on the progress of different formalities until their completion (Family allowance cards, Medical Scheme cards for employees)
- III. Coordinated with NSSF to settle payments including bills adjustments and verification, discussion of any differences and ensuring prompt payment to employees.
- IV. Updating employees' records and conducting special entries for personnel covered under NSSF
- V. Complying with NSSF regulations and procedures governing End of Service indemnity, Family Allowance and Medical Scheme

Credit Financier SAL- Internship

[November 2014 - December 2014]

- I. Engaged in orientation session related to different banking arrays
- II. Assessed the accounting department's daily entries and operations
- III. Assisted the marketing department with the day to day strategies related to the institution's investment services

Education

[2020] **Université La Sagesse - Lebanon**
Bachelor degree in Business Administration, emphasis in Marketing

[2014] **College Des Freres Mont La Salle - Lebanon**
Lebanese Baccalaureate II – Scientific

ERP & Computer Skills

Microsoft Office Proficient;
Ionycs Computer Solutions Proficient;

Language Skills

Arabic: Mother Tongue; French: Fluent; English: Fluent; Spanish: Level I