

RAMZI ZOGHBY

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EXPERIENCE

Production Assistant Volunteer at L'artisan du Liban

December 2022 - February 2023

- Coordinated projects and production processes.
- Planned workshop schedules, deliveries, and replenishment of raw material.
- Completed data entry tasks such as labor costs, transfers, invoicing and shipping.
- Implemented quality control procedures, and tested samples and finished products.
- Reviewed current stock levels and re-ordered material as needed.
- Coordinated projects and deliverables between designers, sourcing teams, and external companies.
- Assisted in the recruitment of new designers and artisans.
- Contributed in executing the company's yearly inventory, and in launching its online retail platform.

Administrative Manager at Brummana High School

September 2021 - September 2022

- Managed and coordinated projects, office activities and supervised flow of communication and information for the school management.
- Monitored the daily operations and made sure that classes are strictly following pre-planned schedules.
- Coordinated school programs and activities such as Founder's Day, Field Day, Speech Day, Model United Nations Program, Old Scholars gatherings, and curriculum orientations.
- Supported HR department in processes such as onboarding, trainings, KPI reports, staff evaluations, payrolls, compensations, and appraisals.
- Followed up pending inquiries and made sure to promptly answer the students' requests.
- Collaborated with marketing in creating and developing marketing plans for ongoing and newly developed programs.
- Performed inventory of supplies, equipment, and other office materials.
- Oversaw the registration of students and their courses in the IB, Cambridge and Lebanese program and prepared the draft exam timetables.
- Organized and recorded information regarding teacher and student timetables, student electives, advisors, and other scheduling data in the Upper School.
- Supervised the teachers' schedules, monitored absences, and planned replacement strategies with heads of departments and supervisors.
- Performed a wide variety of office work including producing reports, coordinating test schedules, word/excel processing, proofreading, filing, recording information, and distributing emails & memos.
- Compiled academic data for analysis and presented progress reports, conclusions, and suggestions to school management.
- Performed financial duties and prepared purchase orders according to established procedures.
- Attended and participated in assigned meetings and trainings, and prepared minutes from notes as required.
- Updated and maintained multiple calendars, and organized appointments and meetings.
- Provided customer service by assisting parents in answering questions and resolving situations involving students and teachers in accordance with school policies.
- Planned with property manager in organizing and arranging for tests, school orientations, events and facility use.

- Ensured an efficient implementation of the office's overall daily supply chain, operations, and logistics activities.
- Participated in the planning of the needed resources, schedules, and budgets of company projects and events.
- Tracked and monitored the progress of projects and escalated issues when appropriate.
- Coordinated day-to-day business activities including preparing offers, samples, and emailing customers and suppliers.
- Maintained accurate records of daily petty cash and monitored debit and credit notes to ensure proper financial management.
- Managed the complete order processing cycle, including the proper cost study and preparation of proformas for customers.
- Sourced suppliers and negotiated for the best purchase package in terms of quality, price, terms, deliveries and services.
- Coordinated and planned warehouse storage, inventories, and distribution of materials.
- Calculated costs, overhead, and other expenses based on price estimates or lists.
- Compiled budget data using estimated revenues/expenses and previous budgets
- Organized reports, contracts, and other financial files.
- Performed accounting and bookkeeping tasks and followed up on due payments.
- Facilitated the completion of all necessary paperwork and documents for shipments, including the organization and management of all relevant files, and followed up orders with freight forwarders and shipping companies.
- Implemented marketing and social media plans, and monitored the proper functioning of the company's emails and website.
- Maintained correspondence with banks, suppliers and service providers.
- Followed up with ministries and insurance companies for social security and insurance matters.
- Performed HR duties (onboarding, trainings, compensations, and payrolls).
- Managed the CEO's personal calendar and social media accounts.
- Liaised with travel agencies and online platforms to provide staff and CEO with the most optimal and cost-effective itineraries.

- Coordinated the day-to-day construction progress of the projects on site.
- Assisted in preparing budgets and construction schedules.
- Coordinated monthly and yearly warehouse inventories.
- Managed weekly and monthly payrolls.
- Supervised equipment installation and guaranteed that every process is running as per standards.
- Inspected construction sites and ensured the appropriate level of quality control in all the stages.
- Prepared project progress reports and provided updates and presentations to management.
- Monitored material and tools expenditures to stay on budget and Maintained records of all construction dates and project costs.
- Assisted the project manager in preparing schedules and ensured appropriate filing and paperwork.
- Collaborated with the construction manager to provide all the safety needs.
- Provided the needed documents for all implementations and activities on site.
- Developed successful relationships with current and prospective clients, consultants, realtors, sub-contractors and developers.

- Organized and oversaw the flow of various marketing events, and assisted with the preparation of product launches.
- Collaborated with the marketing team and advertising agencies to track the progress of campaigns, and to develop content for various digital platforms.
- Assisted in the design, development and implementation of marketing collateral and oversaw print management needs including publications.
- Prepared reports on product and sales performance in the Saudi Arabian market.
- Compiled market research, forecasts, competitor analyses, campaign results, and consumer trends.
- Planned meetings, events, conferences, and trade shows by identifying requirements, establishing contacts, developing schedules and assignments, and coordinating mailing lists.
- Created and distributed monthly reports on critical metrics for lead generation, content creation, website traffic, and other KPIs.

EDUCATION

2000-2005: B.A in Advertising & Marketing, Notre Dame University- NDU (Zouk, Lebanon)

1999: Lebanese Baccalaureate, Brummana High School (Brummana, Lebanon)

PROFFESSTIONAL SKILLS

Administration & HR, customer service, operations, logistics, project & event management, marketing, export & import documentation, accounting & budgeting, e-commerce, Microsoft Office Suite, Google Workspace.

WORKSHOPS & ON-THE-JOB TRAININGS

- Supply Chain, freight management and CRM workshop (including Salesforce & Zendesk) at CMA CGM
- Project Management and e-commerce tools training (Shopify, Zoho, Asana, Clickup) at Beirut Digital District
- SAP Business One and Oracle (for purchasing, inventories, and analytics)
- Microsoft Office 365 and Microsoft Project
- Moodle and Blackboard (for course management and online classes)
- Visual Dolphin Retail and Accounting
- Visual Fox Pro (for scheduling)
- Logisoft (for freight management)

LANGUAGES

English (professional), Arabic (native), French (proficient)

HOBBIES

Music, cinema, arts & crafts, traveling, hiking, photography.