

# Joseph Dibeh

## Operations Manager | Customer Service Expert | Graphic Designer

Results-oriented business leader with more than 4 years of experience in Quality Assurance, Organizational Development, and day-to-day business operations management. Effective liaison to key clients, accounts, and external business stakeholders. Streamlines processes for efficiency and productivity. Well-versed in building high-performing and applying multi-faceted approaches to managing safety, operations and productivity across multiple business lines.

### Contact

#### Address

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#### Phone

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#### LinkedIn

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#### Portfolio

[Jigsawed Designs](#)

### Skills

Conflict Resolution

●●●●●  
Excellent

Critical Thinking

●●●●●  
Excellent

Planning and  
Coordination

●●●●●  
Excellent

Cost Reduction  
Strategies

●●●●●  
Good

Work Flow Planning

●●●●●  
Excellent

Management  
Information Systems

●●●●●  
Good

Natural Leader

●●●●●  
Excellent

Negotiation

●●●●●  
Excellent

Staff Management

●●●●●  
Excellent

### Work History

2019 - 01  
Current

#### Graphic Designer

*Self-Employed, Dearborn, Michigan*

- Designed website layouts, templates, and unique branded looks.
- Worked with clients to gather and define requirements, establish scopes, and managing project milestones.
- Built corporate brands by designing cohesive looks between elements such as logos and letterheads.
- Creating Logos, Mood Boards, Flyers, Business Cards, Digital content (static and motion), Proposals, and Pitch Decks using Adobe Illustrator, Photoshop, InDesign, XD, and Davinci Resolve.

#### Computer Trainer

*Ecole Secondaire Officielle a Zahle (ESOZ)*

- Trained and developed students' skills in word-processing, spreadsheet and database programs.
- Provided technical support to the school/teachers as needed.
- Worked in emergency settings (pandemic/crisis) while abiding by Ministry of Education standards.
- Participated with NGOs acceleration programs, and coached students in many technological projects (LEGO FLL, 3D Printing, Girls Got It GGT...)
- Evaluated student progress to determine the effectiveness and impact of teaching methods, materials, and projects.

Raw Materials,  
Packaging and  
Production



2017 - 06  
2021 - 03

Purchasing and  
Procurement



Report Preparation



Complaint Resolution



Administrative Support



Stock Management



Money Handling  
Abilities



Staff Education and  
Training



Video/Animation



Website Graphics



Logo Design



Adobe Creative Suite



User Interface (UI/UX)  
Design



Microsoft Office



## Software

Adobe Photoshop



Adobe Illustrator



Adobe InDesign



Adobe XD



DaVinci Resolve



Microsoft Excel



Social Media



## Operations Manager

*Empire Cinemas, Zahle, Beqaa*

- Devised processes to boost long-term business success and increase profit levels.
- Worked in a matrix management environment with oversight of division-level managers, operations, sales, finance, human resources, and safety.
- Set, enforced, and optimized internal policies to maintain responsiveness to demands.
- Oversaw operational budgets, inclusive of all utilities, office supplies, cleaning, and managing the maintenance of manufacturing equipment and machinery.
- Supported a team of 30 employees by providing ongoing capacity building, conducting meetings, and communicating between the agents.
- Managed purchasing, sales, marketing, and customer account operations efficiently.
- Processed quotations, purchase requests, and orders, and prepared invoices while maintaining positive relationships with suppliers.
- Kept the Company's vehicles and equipment in good condition, and made sure that all the necessary items (first aid kits, fire extinguishers, etc.) are available before any use.
- Contributed to Public Health by following Good Handling Practices (GHP).
- Audited payrolls, ensured gender balance in recruiting employees, monitored staff performance issues, and reported to HR to be assessed following the National Staff Employment Policies.
- Provided exceptional customer service, increasing customer loyalty by 60%.
- Monitored daily cash discrepancies, inventory shrinkage, and drive-off.
- Negotiated with Senior Legal Officers, and planned NGOs, Schools and Casts visits.

## Software

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Arabic

●●●●●  
Excellent

English

●●●●●  
Excellent

French

●●●●●  
Good

## Certifications

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User Experience Design (UI/UX)  
*SkillShare - 2021*

Negotiation & Management  
Skills  
*Udemy - 2021*

Fundamentals of Digital  
Marketing  
*Google - 2021*

2015 - 04  
2017 - 05

2011 - 02  
2017 - 05

## Interests

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**Voice Over:** Volunteer to Provide  
my expertise to Radio stations  
and University Students, helping  
them with Social causes or  
Personal projects.  
*Radio PAX - LIU*

**Musical/Documentary Content  
Creation**  
*Jigsawed - Lyrics Factory*

**Basketball**

**Gaming**

## Senior Sales Consultant

*Khoury Home, Zahle, Beqaa*

- Monitored and managed staff performance to attain target metrics both individually and team unit.
- Explained important information regarding features and functions for various IT products so that customer was knowledgeable.
- Boosted sales by 75% during Black Friday 2016 through effective management of more than 5000 customer accounts and promotion of latest product.
- Built and cultivated relationships with customers and turned prospective leads into happy clients by returning messages quickly and answering questions truthfully.

## Customer Service Representative

*Touch Lebanon (Mtc Touch), Beirut*

- Monitored and managed staff performance to attain target metrics both individually and team unit.
- Explained important information regarding features and functions for various IT products so that customer was knowledgeable.
- Boosted sales by 75% during Black Friday 2016 through effective management of more than 5000 customer accounts and promotion of latest product.
- Built and cultivated relationships with customers and turned prospective leads into happy clients by returning messages quickly and answering questions truthfully.

## Education

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2010 - 09  
2014 - 02

### Bachelor in Computer and Communications Engineering

*Arts, Science and Technology University in  
Lebanon (AUL) - Chtaura*

2004 - 09  
2010 - 07

### High School Diploma (GS)

*Sainte Famille - Zahle*