

Nariman Al-Ayash Malaeb

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OBJECTIVE

Motivated Team Member with skills in personnel management, interpersonal communication, and leadership having experience in sales, customer service, and operations.

PROFESSIONAL EXPERIENCE

June 2017- Present

Senior Sales Consultant:

Boecker® Public Health

Beirut- Lebanon

- Present and inform prospects on how they can benefit from having the safest sustainable solution for health, property, and the environment through their use of Boecker® Services
- Educate customers on the process that will enable them gain the most value from Boecker® Services.
- Assure the after-sales stages that guarantee the clients' Extreme Satisfaction
- Develop, design, and participate in all sales and marketing activities of the company and participate with creative ideas in sales management meetings

November 2013- May 2017

Sales Consultant:

Boecker® Public Health

Beirut- Lebanon

- Present and inform prospects on how they can benefit from having the safest sustainable solution for health, property, and the environment through their use of Boecker® Services
- Educate customers on the process that will enable them gain the most value from Boecker® Services.
- Document and deliver weekly and monthly sales reports
- Make sure that CRM entries are always up-to-date

November 2011- October 2013

Operations Officer:

Boecker® Public Health

Beirut- Lebanon

- Handle Boecker®'s VIP Clients Accounts
- Monitor and follow up with the team on daily basis and create incentive plans for the team and execute them thoroughly
- Apply an after service follow up with each client
- Document and Prepare weekly reports
- Examine the efficiency and effectiveness of each team on Monthly Basis and create new strategies and plans to increase it up to its ultimate level

January 2011- October 2011

Account Executive

Tania Production & Distribution

Beirut- Lebanon

- Assure that the dubbing process is being executed as per the clients' requests
- Maintain and ensure good relationships between the client and the company
- Audit and assure the quality output of each request before dispatching

EDUCATION

September 2007- December 2010 **Bachelor of Business Administration (BBA), Business Management**
Rafic Hariri University *Mechref- Lebanon*

June 2007 **Bacc II; Emphasis: Sociology and Economics**
Aley Cultural Secondary School *Aley- Lebanon*

TRAININGS AND SKILLS

Professional Trainings:

- Pest Management Technical Training (Lebanon 2011)
- Foundation Sales Training (Lebanon 2013)
- Intermediate HACCP Training (Lebanon 2014)
- Biosecurity Technical Training (Seri Lanka 2015)
- Dealing with Objections Training (Thailand 2018)

Soft Skills Trainings:

- Public Speaking and Presentation Skills Training (Lebanon 2012)
- Time Management Training (Bali 2019)
- Communication Skills Training (Lebanon 2019)
- Leadership Training (Lebanon 2019)

Computer Skills: Microsoft Office, Visual Big, Scream (CRM)

Languages: Fluent in English and Arabic (writing, reading, and speaking)

AWARDS

January 2019 **Consistency Award** *Boecker®'s 7th International Sales Conference*

January 2018 **Top Achiever Award- Third Position** *Boecker®'s 7th International Sales Conference*

February 2010 **Leader of the Year Award** *Rafic Hariri University*

HOBBIES

Sports Hiking, Snorkeling
Personal Travelling, Cooking

REFERENCES

All references are upon request.