

FADEL MIRY

CAREER OBJECTIVE

Seeking a job opportunity that would contribute to the success of a dynamic organization, while enhancing and improving my professional and interpersonal skills. I will deliver outstanding results in pacesetting culture where I can utilize my skills in delivering true value.

EDUCATION

Master's In Business Administration

Arts, Sciences and Technology University in Lebanon
Oct. 2016 – Jan 2018 | Beirut, Lebanon

Bachelor of Business-Banking and Finance

Arts, Sciences and Technology University in Lebanon
Sept. 2013 – June 2016 | Beirut, Lebanon

EXPERIENCE

CERTIFIED CUSTOMER SERVICE REPRESENTATIVE / SUPPLY CHAIN SAUDI BASIC INDUSTRIES CORPORATION (SABIC) - DEC 2017- DEC 2020

Conducting:

- **Risk Management** by handling a diversified and rich portfolio of Key accounts in MEAF region
- **Customer Relationship Management** by addressing clients business needs, building relationships by scheduling regular meetings, create plans and handling contracts
- **Crisis Management**, managing all land orders shipped from Saudi plants to all markets under SABIC Lebanon office

Participated in organizing TRADE AWARENESS CONFERENCE in Jordan in April 2019.

Futsal Referee 2017-Present

Leading Futsal games and representing the full authority to implement the game rules for games or time. Holding LAW OF THE GAME certificate by FIFA. Official referee in the Lebanese Football federation

AUL University

Assistant Chairperson
January. 2016 – 2018 | Beirut, Lebanon
Manage instructors' meetings and Syllabus. Register students with required Courses. Advise and supervise students. Responsible for events that include assigned department.

FOOTBALL ACADEMY COACH

Barcelona Escola Beirut Summer Camp
2016 + O'Berytus Football Academy
Assistant Coach 2017/2018

TRAINING

CUSTOMER EXPERIENCE EXCELLENCE

Delivered by GLOMACS DUBAI - 2019

CUSTOMER SERVICE ESSENTIALS

DELIVERED BY SABIC ACADEMY KSA - 2018

Sweet Land Patisserie (Family Business)

Sales Manager
April. 2014 – Present | Beirut, Lebanon
Stock shelves, counters, and tables with merchandise
Provide prompt and courteous service to all Customers. Take customers' orders
Responsible for ensuring store appearance is clean and presentable at all times. Enter register transactions accurately

Nike (United Sports of Lebanon)

Senior Sales, Assistant Manager in Charge
Jan. 2013 – Oct. 2013 | Beirut, Lebanon
Greet customers and guide them appropriately
Satisfy customers by giving them proper customer service.
Promote products and Manage shop merchandise.
Stock keeping and managing all cash transactions.
Contribute to team effort by accomplishing related results as needed. Preparing weekly & monthly reports for higher management

SKILLS

- SAP (SD/LE)
- MICROSOFT OFFICE
- Languages: Arabic (Native), English (Fluent),
- MS Office experience
- Ability to work in multifunctional teams
- Strong problem solving skills and conflict management
- Resilient
- High Communication Skills
- Advanced analytical skills

ABOUT ME

Nationality: Lebanese

Gender: Male

Date of Birth: 01/08/1995

CONTACT

Beirut, Lebanon

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INTERESTS AND HOBBIES

Physical Activities

Football Coach and Referee

Travelling

Movies

Football

Basketball

Jogging

Reading

