



# Bilal Totenji

## PROFILE :

Business marketer who's passionate and curious about learning new techniques in the field of business, seeks a challenging position, which will allow utilization of previously acquired experience, skill, and knowledge.

Highly experienced and dedicated in implementing effective communication strategies that build customer loyalty programs, brand awareness, and customer satisfaction.

## Skills

Communication skills



MS Programs




Time management



## Contact

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 +961 71260205

 Majdelyoun, Saida, Lebanon

## Languages

Fluent in spoken and written:  
English and Arabic.

## Education History

LEBANESE INTERNATIONAL UNIVERSITY

Sep. 2017 - Feb.2020

- Bachelor degree in business, Marketing

FOYER-DE-LA-PROVIDENCE-INSTITUTE-TECHNIQUE

Sep. 2012 - July.2015

- Electro technique

BAHAA HARIRI HIGH SCHOOL

Sep. 2000 - June.2012

- Middle School

## Work Experience

### DTM ENUMERATOR

**International Organization for Migration (IOM) | 2021 - Present**

The UN Migration Agency

- Collect information on the humanitarian situation and needs.
- Comply with project administrative procedures and deadlines as advised by the supervisor.
- Identify reliable sources of information/key informants to collect relevant displacement data.
- Assess the situation in collective centers, camp-like settings, host community and villages through direct observations.
- Ensure the quality of the information collected by providing input to verify and correct the questionnaire/form at the end of the interview.

### SALES & ACCOUNT MANAGER

**Shabeb Delivery Company | March 2021 - August 2021**

- Collecting and analyzing data to learn more about consumer behavior.
- Communicating with clients to understand their needs and explaining product value.
- Resolving complaints and preventing additional issues by improving processes.
- Developing new business from existing clients and actively seeking new sales opportunities.
- Building and maintaining strong, long-lasting client relationships.

## DIESEL TRADER/ ACCOUNTANT

***Sidon | 2020 - 2021***

- Negotiating the best deals with suppliers and vendors.
- Arranging meetings with suppliers and developing more effective marketing strategies.
- Keeping accurate records for all daily income.

## STATION SUPERVISOR/ACCOUNTANT

***Majdelyoun Station | 2017 - 2019***

***Abboud Station | 2019 - 2020***

- Prepare monthly, quarterly and annual financial reports.
- Keep accurate records for all daily income.
- Customer service at a full-service gas station.

## ACCOMPLISHMENTS

***During my educational and work experience, I have achieved several projects and training including:***

- **Earned a certificate from France**, after graduating from Foyer-de-la-providence- institute-technique majoring in electro-technique.
- Practiced working with cables and electricity.
- Achieved first place during my practical official exam.
- Worked as a trainer in the **Automation Center**.
- Owned an online page, for selling watches and more.
- Owned my own business in trading diesel.
- Represented outdoor sales for 1 month at **Arope Insurance Company**
- Earned a certificate from **IOM training program** on "Presentation of Sexual Exploitation and Abuse" (PSEA).