

Hanady Akl

18 July 1998

Khenchara -

Mount Lebanon, North Maten

+961 70 012 670

aklhanady@gmail.com

Certifications

- Digital Marketing Certification – Hubspot Academy
- Cisco Networking Academy

Computer Skills

Microsoft Word
Microsoft Excel
Microsoft PowerPoint Adobe Reader
Outlook

Sales Skills

Sales Skills Prospecting & Qualifying, Communication, Manner that sells.

Other skills

Team leadership
Customer service
Customer care
Time management
Creative problem solving
Energetic
Communication & Negotiation
Adaptable to new environments
Able to initiate & manage change.

Languages

Fluent in Arabic, French, and English (written and spoken)

References

Available upon request

Education

Bachelor of Business Administration in Marketing;
LIU-Mount Lebanon (2017 - 2022)

Lebanese Baccalaureate "Literature & Humanities";
DSPSS Dhour Shweir (2015 – 2017)

Work Experience

Co-founder & Account Manager – Ciggies

(December 2020 - Present)

- Social media management.
- Sales and delivery coordinator.
- Content creator.
- Community Management.

After-Sales Coordinator & Assistant Technical Manager at PSI" Produit et Solution Informatiques" – Jisr El Bacha - Baabda

(July 2018 - September 2020)

- Handling day-to-day field activities of the technical team.
- Following up on customer's requests or orders.
- Preparing direct offers: costing, quotations and validation.
- Following up in advance the soon expiring warranties and maintenance services.
- Scheduling the preventive maintenance visits of the customers.
- Studying the Per incident list & making serious effort to promote maintenance agreement contracts.
- Responsible of the stock movement & inventory of OKI & SHARP products.
- Data entry, filing and following up the On-site and Workshop service reports of the technical team.

Cashier & sales at Mike Sport – Elissar - Maten

(July 2017 - January 2018)

- Welcoming customers and performing customer service in all aspects.
- Answering any questions, they have about the store or any of our products.
- Helping customers locate items.
- Suggesting options that fit their needs.
- Providing instructions on using products.
- Operating scanners, cash registers and other electronics.
- Balancing the cash register and generating reports for credit and debit sales.