

## ***Personal Information***

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Date of Birth	08/09/1993
Nationality	Lebanese
Marital Status	Single

## ***Career Objectif***

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To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the field of training where I can maximize my management skills, quality assurance and training experience.

## ***Education***

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<b>2022:</b>	Business Computing, AOU Antelias, Lebanon
<b>2014-2017:</b>	Computer and Communication Engineering, AUST ASHRAFIEH, Lebanon
<b>2009-2013:</b>	OFFICIAL HIGH SCHOOL, JAL EL DIB, Lebanon
<b>2005-2009:</b>	PROVIDENCE SCHOOL, BAUCHRIEH, Lebanon
<b>1998-2005:</b>	COLLEGE DE SACRE COEUR, GEMMAYZE, Lebanon

## ***Certificates***

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- **ISTD AFFILIATE TRAINER Certificate from International Society for Trainers & Developers.**
- **TOT – Trainer Of Trainers Certificate of Attendance developed by Business Consultancy and Training Services.**
- **The Fundamentals of Digital Marketing Certificate from Google Digital Workshop.**
- **Sales: Core Client Credential 2022 from DELL Technologies Partner Program.**

## ***Professional Experience***

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### **Account Executive:**

Computel S.A.L, Sep 2022 – Present

- Develop and sustain solid relationships with key clients.
- Interact and negotiate with clients and suppliers.
- Manage the entire sales cycle from finding a client to securing a deal.
- Coordinate and track Clients RFP's.
- Provide professional after-sales support to maximize customer loyalty.

### **Project Manager:**

Reliance Solutions Ltd, Mar 2018 – Jan 2022

- Prepare and update project tracking status reports.
- Enter phone system/equipment information in client tracking database
- Interact and negotiate with clients and providers.
- Coordinate activities of sub-contractors and relocation of technical functions.
- Coordinate and track all Clients RFP's.
- Maintain accurate and consistent electronic files and documentation.
- Proactively manage telecom projects and related issues on account or assignment.
- Conduct and document all meetings.

**Senior Training Officer:**

BIM POS, Oct 2017 – Feb 2018

- Coordinated and managed the training of local and international F&B and Retail enterprises.
- Organized the corporate training calendar and selected training courses.
- Modified and maintained training manuals and instructional documentations.
- Developed and implemented new training procedures and course materials for existing products.
- Acted as Project Manager for implementing of an End-to-End solution for multi branch outlets enterprises.

**Training Officer/IT specialist:**

BIM POS, Dec 2015 – Oct 2017

- Maximising every sales opportunity by cross selling profitable products
- Educating customers on products.
- Identify training and development needs within organisation through job analysis and regular consultation with business managers.
- Designing and expanding training and development programmes based on the needs of the organisation.
- Maintain and update the company online training & development's communication tools and materials periodically.
- Support testing and System Configuration
- Coordinate multiple technical teams for deployments
- Repairing and replacing equipment as necessary.
- Responding in a timely manner to service issues and requests.
- Troubleshooting system and network problems.
- Providing support for Clients who have installations from the Company.
- Getting feedback from customers and then acting upon it.
- Investigating and resolving client's problems.

**Mixologist:**

Gardenstate, July 2015 – Oct 2015

**Mixologist:**

Ivy Rooftop, July 2014 – Oct 2014

- Consistently offer professional, friendly and engaging service.
- Maintain an organized work station. Perform side work duties at the start and end of each shift.
- Follow all mixology standards consistently.
- Mix, prepare, and serve drinks to guests using established recipes.

**Bar Manager:**

Bey71, Dec 2013 – June 2014

- Oversee Recruitment & Selection, Performance Management, Training and Development of all team members
- Work with the Management Team to perform regular inventories.
- Perform cash pull / check out procedures.
- Operate the department with positive financial results.
- Ensure a smooth and efficient operation of the Outlet
- Orders food, beverages and other necessary supplies from approved suppliers.

**Bartender:**

Pier7, Season 2012 – 2013

- Mixed and served beverages to 2000+ Daily customers.
- Ensured a clean working environment for customers as well as other employees.
- Perform all opening and closing duties, based upon shift assignment
- Working knowledge of all beverage products, supplies and equipment
- Greet guests in a positive, friendly manner and make them feel welcome.
- Working knowledge of health, safety and sanitation procedures
- Perform other duties such as inventory and trainings

***Personal Attributes***

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- A confident persuasive team player able to communicate effectively across diverse cultures to achieve exceptional business performance.
- Good communication, negotiation, analytical and interpersonal skills.
- A good listener with excellent public relations skills and attention to detail.
- Flexible, self-motivated, keen learner, having a cheerful ‘can do’ attitude.
- Strives for perfection and displayed ability to work with minimal supervision.

***Computer Skills and Languages***

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Languages	Arabic, English and French
Computer Skills	Fully proficient in Microsoft Office, Internet and Networking, Adobe Photoshop, Adobe Premiere, Omega, BIM POS
Hobbies	Music, Movies, Camping, Basketball, Cooking

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**REFERENCES ARE AVAILABLE UPON REQUEST**