

Nadim El Dana

Date of birth: 04/10/1998

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Nationality: Lebanese

EDUCATION

Saint Joseph University *Beirut, Lebanon*

July 2022

Bachelor in Business Management

EXPERIENCE

Africa Business Machines, Sales Executive *Beirut, Lebanon*

January 2022 – June 2022

- Implementing an effective brand strategy and ensuring consistency
- Strong prospecting, presentations, offers/contracts preparation, negotiations, closing deals, follow-up and after sale
- Monitoring performance at all levels and scheduling training as required
- Supporting clients with IT consultancy that ensure high performance and productivity
- Conducting extensive market research and adapting strategies accordingly
- Synthesizing monthly and annual reports on progress and development to the Sales Manager
- Developing strong professional relationships with banking and financial institutions
- Achieving sales goals and working to ensure deadlines are met
- Identifying new opportunities to leverage business and relationships
- Coordinating with projects managers to ensure alignment with business goals and objectives
- Increasing sales and winning new business
- Cold Callings

Twenty-four seven, Cashier/Operator *Beirut, Lebanon*

October 2018 – March 2021

- Managed transactions with customers using the register
- Issued receipts, refunds
- Resolved customer complaints and provided relevant information about existing products
- Escalated issues and area of concerns to the manager
- Tracked transactions on balance sheets and report any discrepancies
- Handled merchandise returns and exchanges
- Answered incoming calls, took customer orders, and ensured customer satisfaction

Yamama, Administrative Assistant *Beirut, Lebanon*

June 2017 – June 2018

- Answered phone calls and provided necessary information
- Directed communications between colleagues and customers
- Organized schedules and events
- Maintained electronic and hard copy filing systems, making sure they are accurate and facilitate easy retrieval of information
- Performed tasks upon request

Tan Minutes, Assistant *Beirut, Lebanon*

June 2015 – September 2015

- Responsible for all cash transactions
- Greeted all customers and introduced all products
- Booked appointments and created new IDs for the customers

SKILLS & ABILITIES

- **Microsoft Office** (Word, Excel, Power Point, Outlook)
- **Languages:** Fluent in Arabic, French and English

EXTRA ACTIVITIES

- Khaddit Beirut (Volunteer)
- Bassmeh and Zeitooneh (Volunteer)