

TAWK TANNOUS

Key Account Manager

Contact

Phone

+961 76 341 599

Email

tauktannous@gmail.com

Address

Antelias, kassis street, Peter Sfeir Bldg,
1st floor

Education

2011 - 2015 **Holy Spirit University of
Kaslik (USEK) - Lebanon**

Bachelor degree
in Business
Administration

2008 - 2011 **Lycée Officiel Bcharre**

Lebanese
Baccalaureate in
Economy

1994 - 2008 **Anthony School**

Skills & Achievements

- Microsoft Excel, Word and Powerpoint
- QUAYO Mobility Solutions
- Increased sales by 40% at Spinneys and MAF Carrefour Lebanon
- Maximized sales opportunities through the development of customer relationships
- Built great business relationship with clients
- Highly motivated, passionate and positive attitude
- Confident in presenting to decision makers

Languages

Arabic (Native Language), English and French

Interests

Reading, Gym, Swimming, Hiking

About me

Key Account Manager with 8 years of professional sales experience in the FMCG industry. During my experience, I provided excellent customer service and communication skills, keeping a positive company image. I understand the importance of time management, relationship building and business management. I have the ability to interact with high profile customers and key supply partners.

Experience

Key Account Manager - **Levtude sarl Lebanon** **April 2018 - June 2022**

- Developed a solid and trusting relationship between major key clients and company
- Resolved key client issues and complaints, and enhanced client and company relationship
- Managed a team of 4 key account executive
- Set a daily target, to achieve the monthly target through incentive support and weekly meetings
- Strategic planning to improve client results
- Worked with design, sales team, creative, advertising, logistics, managers, marketing, and team members from other departments ensuring a high quality outcome.

Clients: Spinneys, Happy, Grab'n go, MAF Carrefour Lebanon, Charcutier Aoun, Tawfeer, Fahed, Rammal

Brands: Panier Naturel Fresh Food, Fantaisa Potato Chips, Dexter Popcorn, Yuno Corn Flakes, Fini Jelly Gummies, Dexter Potato Chips Canned, ALO Aloa Vera drink

Marketing and Senior Sales Representative - **Uenergy Lebanon** **May 2017 - April 2018**

- Improved sales by attracting new customers and encouraging existing customers to purchase more
- Participated in multiple big events across Lebanon to increase awareness and brand presence, and meet new potential clients (Beirut Marathon, AUB Event, Trade Fairs and Exhibitions).

Agent - **Metlife Lebanon** **January 2017 - May 2017**

- Expanded and brought new clients
- Interviewed prospective clients to get data about their financial resources and discuss existing coverage
- Customised and suggested insurance programs to suit individual clients.

Store Supervisor - **TSC retail supermarket Lebanon** **March 2012 - November 2015**

- Coordinated the shipping of goods, sets up displays, and assists customers and staff during business hours
- Managed retail staff, including cashiers and people working on the floor
- Approved and managed contracts with vendors
- Helped retail sales staff achieve sales targets
- Handled customer questions, complaints, and issues.