

**Ghassan Koujou**  
**Ghassan.koujou@gmail.com**

Highly organised professional with more than 10+ years of administrative experience. Maintains an extremely high standard of work whilst continually identifying opportunities for more efficient or productive operations. Proven ability to deliver team leadership, strategically significant projects and engaging customer service in a wide range of circumstances and environments. Works collaboratively with all stakeholders to solve problems and improve performance.

Strong knowledge of office equipment, Microsoft Office programs and creating solutions for computer-based troubleshoots.

### **SIGNATURE SKILLS**

Office Management and Administration | Customer Relations | Supplier Relations | Computer Competence | Organisation and Planning | Self-Motivation and Initiative | Team Working | Communication | Multitasking | Workload Prioritisation | Time Management | Equipment Handling | Problem Solving | Problem Analysis | Accuracy | Attention to Detail | Confidentiality | Customer Service | Customer Satisfaction | Quality

### **PROFESSIONAL EXPERIENCES**

#### **» MIDDLE EAST AIRLINES | Beirut | Lebanon Year 2018 – Year 2021**

##### **Financial Controller**

Executed the Executing of the department's daily duties whilst adhering to company deadlines and SLAs. Prioritised and organised daily duties. Cooperated with colleagues to achieve the best business results.

- Organized the filling system.
- Processed incoming invoices.
- Analysed and formatted exported weekly and quarterly reports from the ERP system.
- Took active roles in projects when required.
- Performed ad-hoc duties such as short-term cover for absent colleagues and additional duties.
- Developed a invoice archive by creating records for the past 3 years invoices of the company to execute weekly, monthly, and quarterly costs reports for top management.

#### **» Globe Express Service | Dubai | UAE Year 2014 – Year 2015**

##### **Quality Control Agent**

Reviewed customer feedback, contacted them via messaging system to create the best solution according to their needs.

- Executed the customer satisfaction reports to management.
- Analysed all customer feedbacks and surveys to understand the customer expectations for providing excellent service.

#### **» RGH INKPRIT | Beirut | Lebanon Year 2013 – Year 2014**

##### **Marketing Department Assistant**

Provided administrative support to marketing department by executed delayed and overdue tasks. Worked for creating best results whilst adhering to company deadlines and SLAs.

- Supported to prepare and record company invoices and product orders.
- Assisted to keep up to date the company websites by preparing visual and written content.
- Oversaw the digital marketing inventory.
- Supported the ad-hoc duties coming from advertising agencies.
- Prepared the staff photos for ID cards.
- Researched and analysed the competitors and reported to the managers.

#### ➤ **BESTSELLER** | Beirut | Lebanon

**Year 2010 – Year 2012**

##### **Shop Sales Assistant**

Provided assistance and sold products to the customers in Jack&Johns, Vera Moda and Piesces shops. Welcomed and greeted customers in polite and friendly manor. Performed day to day duties in collaboration with the staff efficiently.

- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Conducted weekly walk-throughs with the manager to discuss interior visual displays, including shop window presentation for 3 shops.
- Developed a reputation as an efficient service provider with high-level accuracy.

#### ➤ **BLINK NAIL AND BEATUY LOUNGE** | Beirut | Lebanon

**2007 – 2009**

##### **Summer Intern**

Monitored accounting and financial data, determined the high cost statements for both company branches. Created low cost solutions and supported the staff that they understand the company rules, requirements and policies.

- Managed the relationship with the external auditors for weekly audits.
- Handled all NSSF paperwork of employees.

#### **EDUCATION & CERTIFICATION**

**Business Management** | Lebanese American University | 2007 - 2010 | Lebanon

**Brumana high school** | highschool diploma, business · | 2004 - 2005 | Lebanon

**Athenee Royale Robert Gruslin** | 2002 - 2004 | Belgium

**Lycee Abdel Kader** | 1998 - 2002 | Lebanon

**Rafik Hariri High School** | 1994 - 1998 | Lebanon

#### **PERSONAL INFORMATION**

**English:** Full Professional Proficiency

**Arabic:** Limited Working Proficiency ( Limited Writing - Fluent speaker )

**French:** Limited Working Proficiency ( Limited Writing - Decent-level Speaker )

#### **CONTACT INFORMATION**

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