



Naji Al-Oueini, MBA

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👤 31/07/1993, Lebanon

PROFILE

I am an **Account Sales Manager with 6 + Years** of expertise in managerial positions ensuring that customers receive prompt and appropriate services. Prioritizing and scheduling prospective customers' meetings to fulfill targets and maintain relationships on the long run are some of my accomplishments.

WORK EXPERIENCE

09/2022 - Present

**MTC Multipac Group,
Kuwait**
International Account Sales
Manager

Responsible for the logistics of getting the organisation's products to the purchaser in another country and for ensuring they meet the required standards of the importing country.

Oversee and coordinate all aspects of the company's sales operations on an international level. This involves managing a team of sales professionals and working closely with other departments to achieve the company's sales goals and expand its global market presence.

Setting sales targets, creating budgets, and identifying key performance indicators (KPIs) to measure the team's performance.

Lead and motivate the international sales team, providing guidance, training, and support to ensure they have the necessary skills and knowledge to excel in their roles.

Building and maintaining strong relationships with key clients, distributors, and partners is crucial and ensure customer satisfaction.

Business Development: identify and explore potential business partnerships and collaborations with distributors, agents, and resellers in various countries to expand the company's market reach.

2017 - 08/2022

**Clemenceau Medical Center,
Lebanon**
Patients Services Supervisor

*Provides administrative & clerical support in the coordination of department activities; interprets operating policies.
Performs duties of a sensitive and confidential nature.*

Schedule and assign changes in healthcare workers accurately and effectively to suit client demands.

Provide great customer support to 100 clients per day by resolving issues quickly and effectively.

Participate actively in team meetings and training sessions, as well as providing feedback on program issues and joint initiatives.

Process referrals by enrolling the customer in the system, establishing continuous service, and creating the client's file and communication channels.

Ensure that all papers (approval, results, etc.) are attached to bills from third-party payers.

Send bills from third-party payers to the Billing Department on time.

Provides superior customer service by coordinating different shifts and weekend admissions requirements between referral institution and hospital team members.

Ensures clear and accurate communication between different allied health care professionals and administrative team members based on the assigned tasks.

Ensures that hospital policies and procedures are followed and maintains patient confidentiality and quality care.

2015 - 2016

**MTC Multipac Company,
Kuwait**
Assistant Manager

Performs administrative responsibilities such as scheduling, monitoring inventories, and/or reviewing staff performance to ensure operational excellence.

Allocate %30 of my time to lead & guide our team in establishing goals and developing their competencies that drive performance.

Ensures a professional sales staff is in place at all times to drive and achieve business goals.

2014 - 2015

Pattern Events Company, Kuwait

Marketing Assistant

2011 - 2013

True Line Company For Advertising, Kuwait

Sales Representative

EDUCATION

Masters in Business Administration, Arts, Sciences and Technology University, Beirut, Lebanon, 2021

B.A in Business Administration, Arts, Sciences and Technology University, Beirut, Lebanon, 2016

SKILLS

- Analytical and problem solving coupled with decision-making ability.
- **Advanced skills** in Microsoft office
- Ability to interpret and create general business documentation
- Ability to write reports, business correspondence and format presentations

LANGUAGES

Arabic	<div></div>
English	<div></div>