

Dana Alame

Beirut, Lebanon

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Career Objective:

- Seeking an opportunity to apply my diverse expertise, skills, and core values in a dynamic role that welcomes fresh perspectives and thrives on innovation.
- Executing tasks and responsibilities that align with my qualifications and expertise.
- Actively pursuing a managerial role where I can leverage my leadership abilities to cultivate a dynamic and cohesive team, ultimately driving success and fortifying the organization.

Education:

University of Western Ontario

London, ON, Canada

B.A. International Relations

2014 - 2018

Rawdah High School

Beirut, LB

High School Degree/Diploma Baccalaureate in Sociology & Economics

1997 – 2012

Experience:

Co-Gent Middle East

Beirut, LB/ Dubai, UAE

Head of Operations & Quality Assurance Manager

Aug.2022 - June 2024

- Creating strategies.
- Developing policies that will correlate with strategies.
- Implementing effective processes and standards.
- Plan and develop new ideas.
- Execute and manage new projects.
- Monitored projects.
- Managed budgets.
- Managed teams of 8-15 individuals.
- Quality checks and metrics.
- Audits & Inspections.
- Recruiting.
- Managing customer service and ensuring customer retention.
- Overseeing compliance with regulations.
- Reporting on operational progress.
- Standards of accounting.
- Manage all accounting transactions.
- Audit financial transactions and documents.
- Data Analysis & research studies.

Eva Trading Co.

Beirut, LB

Senior Executive Administrative

Jan. 2020 - May 2022

- Plan appointments and events.
- Point of contact between executives and employees/clients.
- Manage phone calls and emails.

- Facilitate internal and external communication.
- Prepare regular reports.
- Recruiting.
- Process Payroll.
- Handle confidential material.

Estée Lauder Head Office

Toronto, ON

Regional Account Manager

2018 - 2019

- Manage and lead team.
- Management reporting.
- Deliver Sales.
- Generate Leads.
- Manage existing accounts.

McKenzie Lake Lawyer

London, ON

Legal Assistant (Co-op)

July.17 - Sept.17

- Assisted resident lawyers.
- Gained a lot of knowledge in a law firm environment.
- Helped writing affidavits.
- Researched for cases.
- Created new and innovative ideas to attract our targeted audience.

Bell Canada (Get Connected Telecom)

London, ON

B2B Senior Sales Manager (Top sales rep in the entire southwest Ontario region)

Jan .15 - Jan.18

- Meeting sales goals.
- Drive sales to retail.
- Ensure customer's conflicts are resolved.
- Exceptional customer service.
- Direct contact with businesses.
- Closing Leads.
- Creating budgets.
- Report on regional sales results.
- Achieving monthly revenue goals.
- Coaching new and existing employees.

Skills:

- Leader.
- Team player.
- Intelligent, highly qualified, and hard-working individual.
- Highly creative and strong communication.
- Cooperative with colleagues.
- Comfortable interaction with people from diverse cultures.
- Flexible, open minded and a quick learner.
- Dedicated to work goals.
- Fluent in Arabic and English (Bilingual).

Computer Skills:

- Operating systems (Windows and MacOS)
- Office suites (Microsoft Office, Teams, G Suite)
- Spreadsheets (Excel, Google Spreadsheets, etc.)
- Communication and collaboration tools (Slack, Trello, Click Up, Pipedrive, Google Meets, Outlook Teams etc.)