

Elsie Boustany

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PERSONAL INFORMATION

Nationality: Lebanese
Date of Birth: 15, August, 1991
Marital Status: Married

OBJECTIVE

Be a successful member in a productive organizational team, always ready for new challenges, with the expectation of acquiring new skills and utilizing them in a progressive and growing business environment.

WORK EXPERIENCE

Doriane Copar S.A.L. – Beirut, Lebanon

Sales Account Manager

Oct 2017 – Aug 2020

- Strive to build, maintain, and create strong customer relationships.
- Generate new sales with each client account.
- Maintain strong relationships with existing clients and seek avenues to gain new potential clients.
- Negotiate contracts with clients; establish timeline of performance.
- Establish and oversee internal budgets with the company and external budgets with the clients.
- Work with sales team, managers, marketing, and team members from other departments dedicated to the same client account to ensure the highest quality of materials are being produced and all sales needs are met.
- Collaborate with the sales team to maximize profit by upselling or cross-selling.
- Plan and present reports on account progress, goals, and quarterly initiatives to share with team members, stakeholders, and possible use in future case studies or company training.
- Meet all client needs and deliverables according to proposed timelines.

Sales Executive B2B

Nov 2016 – Sept 2017

- Recognize and reach out to clients in businesses.
- Create and assess a business marketing strategy.
- Develop competitive pricing strategies.
- Follow through with customers and ensure their satisfaction.
- Advise businesses on local, national, and international trends.
- Follow up with leads aggressively.

Phoenicia Trading Co. – Beirut, Lebanon

Retail Supervisor

Oct 2015 – Jun 2016

- Evaluate competition by visiting competing stores.
- Collecting and gathering information related to style, quality, and prices of competitive merchandise.
- In charge of trainings; reviewing and going over products orientation and sales training materials.
- Meet the store's monthly targets and handle budgets.
- Make sure the products in store are well displayed.
- Handling customers' concerns.
- Manage schedules.

Al-Futtaim Group – Beirut, Lebanon

Sales Assistant, Marks & Spencer

May 2013 – Sep 2015

- Receiving large amount of stock on daily basis and storing the same accordingly.
- Working within established brands' guidelines.
- Be involved in stock control and management.
- Guiding customers in finding the goods and products they are looking for in addition to advising them on further product selections.
- Accountable for processing cash and card payments.
- Reporting discrepancies and problems to the supervisor.

INTERNSHIP PROGRAMS

BLOM Bank – Beirut, Lebanon

Jul 2016 – Oct 2016

- Various duties in the counter clerk & Customer service Departments.

EDUCATION

2014	MUBS - Modern University for Business and Science & University of Picardie Jules Verne-Paris Master in International Business
2012	MUBS - Modern University for Business and Science BA Business Administration

SPECIALIZED CERTIFICATES

Marks & Spencer

- Award for professionally handling and following up on targets, tasks, and responsibilities.

PERSONAL AND BUSINESS SKILLS

- High Knowledge in Microsoft Office Software.
- Proficient Arabic, English and French Speaker, Reader and Writer.

- Skilled Internet User.
- Experienced business methods in Sales, Customer Service, Retail-Pro Systems
- Ability to communicate effectively both verbally and in writing.
- Qualified interpersonal skills and the ability to deal with diverse range of people.
- Excellent in leading teams, helping people, and increasing customers' satisfaction.
- Working under pressure and tight deadline.