



Dana Ezzedine

Business Development Manager


PROFILE


Dedicated passionate professional over nine years of multifaceted expertise in accounting and sales roles.


Seeking to leverage my financial and analytical skills, data and strategic planning to excel in a dynamic sales role which will enable me to identify opportunities, build client relationships, and drive revenue growth & expansion.

Skilled at adapting to new challenges and a quick learner, I am always thrilled to bring a unique blend of my expertise to contribute to the company's growth.

CONTACT ME

 00961 70 850 836

 dana.ezzedine@hotmail.com

 Lebanon

 [LinkedIn Profile](#)

EDUCATION

Saint Joseph University, Beirut

Bachelor in Business & Management

2010 - 2013

Lebanese Baccalaureate in Humanities

Rafic Hariri High School, Saïda

2007 - 2010

SKILLS

Communication	Problem Solving
Leadership	Attention to Details
Teamwork	Work Under Pressure
Multi Task	Customer Service
Adaptability	Organizational

WORK EXPERIENCE

3MPLAST INDUSTRIAL COMPANY LLC, SAIDA-LEBANON *June 2020 - Present*

Business Development Manager *Jan 2022 - Present*

- Conducting market research to identify and target potential business opportunities.
- Penetrating to new local key accounts and exporting to new global accounts.
- Participating to trade fairs, and industry events to showcase the company's offerings.
- Building and maintaining strong relationships with key customers and clients.
- Understanding our product portfolio; looking at data in order to understand product demand and finding different ways in order to drive demand.
- Developing and implementing strategic plans to drive business growth and expansion locally and globally.
- Negotiating and closing deals with clients and partners.
- Implementing the Customer Relation Management (CRM) process.
- Managing budgets and financial aspects of business development activities.
- Leading and mentoring a sales and marketing team to achieve targets and objectives.
- Tracking and reporting on key performance metrics and sales results.
- Participating in in-house and outsource projects, such as system implementations, process improvements, to enhance efficiency, and ensure regulatory compliance.

Sales Coordinator

June 2020 - Dec 2021

- Assist in preparing quotes, proposals, and contracts for potential customers based on established pricing guidelines and product information.
- Handle and process customer orders, ensuring accuracy and timely delivery. This may involve coordinating with various departments, such as inventory and shipping.
- Follow up with customers to ensure orders are received, and payments are processed.
- Address and resolve any issues or challenges that may arise during the sales process to ensure a positive customer experience and successful sales outcomes.
- Assist in the training and onboarding of new sales team members by providing them with relevant information, resources, and tools.
- Schedule and coordinate sales meetings, both internal and external, and prepare necessary materials and documentation.
- Act as a liaison between the sales team, customers, and various internal departments to ensure effective communication.
- Report to the management on a weekly basis.

SELF DEVELOPMENT

- **Effective Project Management**
by ITCILO 1 month - Dec 2023 ([Verify](#))
- **Managing Emotions in Times of Uncertainty & Stress**
by Coursera 9 hours - October 2023 ([Verify](#))
- **Achieveing Sales Mastery**
by Crossroad Coaches 3 days, 18h - March 2023
- **Malkia Women Managers Rise Up: Skilling for Success**
by ITCILO 5 weeks, 30h - Dec 2022 ([Verify](#))
- **McKinsey Forward Program**
by McKinsey Academy 6 months - Sep 2022 ([Verify](#))
- **The Digital Transformation and Innovation**
at ESA Business School 3 months - Mar 2022 ([Verify](#))
- **The Shepherd Coaching for Managers**
by Wydner Coaches One day - Feb 2022 ([Verify](#))
- **The Mental Candy**
by Wydner Coaches One day - Feb 2022 ([Verify](#))
- **The Big Kahunah Sales Program**
by Wydner Coaches One day - Dec 2021 ([Verify](#))

LANGUAGES

Arabic	<div></div>	Native
English	<div></div>	Fluent
French	<div></div>	Fluent

REFERENCES

Available upon request

MJ SERVICES GROUP, SAIDA-LEBANON

Aug 2018 - June 2020

Outdoor Sales Representative

- Sales Prospecting to identify and target potential customers.
- Conduct door-to-door sales activities, including cold calls and schedule visits.
- Preparing presentations, proposals, and sales contracts.
- Ensure timely submission of sales reports and paperwork to upper management.
- Meet and exceed monthly sales targets .
- Follow up with customers after service delivery to ensure satisfaction.

KURBAN TRAVEL, BEIRUT-LEBANON

Aug 2014 - July 2018

Senior Accountant

Apr 2016 - July 2018

- Reconcile bank accounts on a monthly basis, accounts receivable on a daily basis. Investigate and resolve if any discrepancies occur.
- Responsible for all accounting transactions and procedures in the BSP-IATA report received on a biweekly basis.
- Follow up the collection of receivables and refunds for clients.
- Follow up on weekly reconciliation of internal agents' SOA with the team.
- Provide documentation and support during audit processes.
- Assist in developing financial goals and strategies.
- Participate in special financial projects, such as system implementations & process improvements.

Accountant

Aug 2014 - Mar 2016

- Receivable accounts: daily receipts entries and settlements.
- Reconcile accounts receivable and payable and report discrepancies to upper management for resolution.
- BSP-IATA report reconciliation on a biweekly basis.
- Issue and follow up clients' refunds on a monthly basis.

WILD DISCOVERY, BEIRUT-LEBANON

July 2013 - July 2014

Junior Accountant

- Entering financial data and transactions into accounting software (invoices receipts).
- Assisting in maintaining the general ledger by posting journal entries.
- BSP-IATA report reconciliation every 15 days.
- Issuing clients' refunds.
- Responsible for clients reconciliation, corporate and suppliers accounts.
- Corporate credit files organization (Ceiling, credit terms facility).

INTERNSHIPS

BankMed-Eastern Boulevard Branch-Saida

2012

Intern for one month

BankMed-Eastern Boulevard Branch-Saida

2012

Intern for one month

Dental Cabinet assistant, DR. Jaafar Ezzeddine

2009

Intern for two months