



KALÉ HARMANDAYAN

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North Lebanon - Tripoli

Experienced Business Development Manager with a strong background in sales, communication, and strategic planning across diverse industries. Skilled in CRM, client relationship management, and negotiating contracts, with a proven ability to drive business growth. Holds advanced degrees in Business Development and Management, complemented by certifications in strategic planning and communication. Adept at delivering tailored solutions in both local and international markets.

EDUCATION

Master's degree in Business development and commercial management Sep 2021 - Oct 2023
Paris School of business | ESGCI

Bachelor's degree in Business administration and management Sep 2017 - Oct 2020
Saint-Joseph University | USJ

WORK EXPERIENCE

Board of cyber - TrustHQ Paris - France
Business Development Manager May 2022 - June 2024

- Prospecting using CRM platforms (customer follow-up, appointment scheduling, presenting to clients).
- Adjust and implement the business development strategy.
- Search for new business opportunities in the market.
- Issue invoices and quotes for clients (dolibar) directly and through purchasing platforms (CAIH, UGAP)
- Research potential suppliers, solicit bids, and negotiate contracts for IT hardware, software, and services.
- Generate purchase orders for approved requisitions, ensuring accuracy in specifications, quantities, and pricing.
- Collaborate with finance and budgeting teams to develop and manage the IT procurement budget.
- Ensure compliance with company procurement policies, industry regulations, and licensing requirements for software purchases..

UAECARMARKET.COM Remotely - UAE
Automotive sales consultant Aug 2021 - April 2022

- Assist customers in choosing the right vehicle that suits their lifestyle and budget.
- Offer vehicle demonstrations and arrange test drives.
- Negotiate pricing, trade-in values, and financing options suitable for the UAE market.
- Manage the preparation and completion of all necessary sales contracts and paperwork.
- Ensure a seamless process for vehicle registration, insurance, and delivery.
- Stay updated on the latest vehicle models, specifications, and promotions.
- Understand and explain various financing options and manufacturer incentives.
- Keep informed about trends in the UAE automotive market and competitor offerings.
- Provide exceptional after-sales support, addressing any queries or issues.
- Follow up with customers post-purchase to ensure satisfaction and encourage repeat business.
- Maintain a high level of professionalism and cultural sensitivity in all interactions.

Noubarian-Khrimian School Tripoli - Lebanon
Communication Manager Sep 2020 - Aug 2021

- Ensure that all staff are informed about school policies, events, and updates.
- Facilitate clear communication channels for students regarding academic schedules, extracurricular activities, and other relevant information.

- Manage the school's public image, including handling media relations and public inquiries.
- Create and distribute regular newsletters to parents, students, and staff.
- Develop and implement communication strategies for crisis situations, ensuring accurate and timely information dissemination.
- Provide training to staff on effective communication practices and the use of communication tools.
- Prepare reports on communication activities and outcomes for the school administration.

AI- Mashrek Insurance

Tripoli - Lebanon

Sales - Broker

Sep 2019 - Sep 2020

- Meet with clients to understand their specific insurance needs, whether for health, vehicle, property, or business coverage.
- Provide clients with customized insurance options based on their needs and financial capabilities.
- Clearly explain the terms, conditions, and benefits of different insurance policies.
- Guide clients through the claims process, offering support from filing to settlement.
- Act as a liaison between the client and the insurance company to ensure a fair and timely resolution of claims.
- Maintain detailed and accurate records of all client interactions, policies, and claims.

INTERNSHIPS

Bank of Beirut and Arab countries

Tripoli - Lebanon

Commercial Banking Officer

Jul 2019 - Aug 2019

- Client Relationship Management
- Business Development
- Customer Service

AI-Mashrek Insurance

Tripoli - Lebanon

Sales - Broker

Jun 2019 - Jul 2019

- Sales and Business Development
- Claims Assistance
- Compliance and Risk Management

CERTIFICATIONS

Hallab 1881 X ODCC

Stress Management Effective Communication

ESGCV

Business Unit Manager

Linkedin

Strategic Planning

SKILLS

- Proficiency in identifying prospects, nurturing leads, and closing deals.
- Ability to develop and implement effective sales strategies.
- Excellent verbal and written communication skills for presenting ideas, negotiating deals, and fostering relationships.
- Proficiency in negotiating terms, pricing, and contracts with clients and partners.
- Skill in analyzing data to inform business decisions and identify opportunities for growth.
- Proficiency in using CRM software to manage customer relationships and track sales activities.

LANGUAGES

English

Fluent - TOEIC (905/990) - TOEFL IBT (92/120)

French

Fluent - DELF B2

Arabic

Native proficiency

Armenian

Native proficiency