

Hala Kaawar

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As a Sales Admin Coordinator with a strong background in Operations, I have a proven track record of identifying customer needs and cultivating positive client relationships. I am adept at preparing and delivering tailored offers that meet both customer requirements and budget constraints. Thriving in fast-paced, deadline-driven environments, I bring strong communication, organizational, and problem-solving skills to the table. I am confident in my ability to contribute effectively to any team or organization, driving success and fostering long-term growth.

PROFESSIONAL EXPERIENCE

Computer Information Systems S.A.L. – CIS Lebanon

Sales Admin Coordinator | March 2024- Present

- Process orders in a timely manner, ensuring all necessary details and related documents are collected from the Account Manager.
- Accurately input relevant data into the system including functions such as Item description, Customer, and Vendor creation.
- Follow up and track all orders with suppliers on a daily basis.
- Register supplier invoices in the system and collaborate with the accounting/finance team to ensure timely payment to local suppliers.
- Monitoring clients' monthly due payments and collaborating with the finance team to ensure a smooth cash flow process.
- Regularly update the Receivables Registry and proactively manage the timely collection of payments.
- Coordinating with the Finance, Customer Support, and Legal departments to address any sales or client-related issues.
- Providing internal sales support to the sales team to help achieve assigned sales quotas and goals.
- Organize and maintain an efficient system for archiving all sales-related documents.
- Coordinate customer deliveries, ensuring signed documents are collected upon completion.
- Invoice customers as per offer terms and track/follow up on collections.
- Issue Proforma Invoices, Sales Invoices, Purchase Invoices, Credit Notes, and Return Invoices.
- Communicate with HP, Microsoft, Oracle, and Huawei to obtain quotations and manage support cases.
- Get competitive and accurate quotations from local suppliers.
- Prepare customized offers based on specific customer requirements.
- Register all operations in SAGE (ERP & Accounting System).

Coders S.A.L. – Microsoft Gold Partner – Lebanon

Operations Executive | October 2021-March 2024

- Prepare and execute appropriate offers based on customer requirements and budget.
- Track offers and follow up with clients for feedback and adjustments if needed.
- Coordinate between project managers and clients to ensure time compliance and deliverables as per the contract.
- Track and renew subscriptions (e.g., License, Contracts, Support).
- Follow Microsoft invoices and provide instructions for related payments.
- Invoice customers as per offer terms and track collections.
- Communicate with Microsoft and LS Retail representatives regarding our client's status.
- Register all operations in NORIA (ERP & Accounting System).

Fransabank S.A.L. Group – FSB Lebanon

Operations Officer | March 2016 - September 2021

- Preparing and executing lease contracts.
- Coordinate with the legal department for contract preparations.
- Following up on client's signature, and contract stamping at the MOF.
- Preparing necessary documentation to the Central Bank for subsidy request.
- Ensuring proper documentation of the credit application and making sure all conditions requested by the Credit Committee exist.
- Responsible for the loans' execution and disbursement.
- Coordinating with the suppliers for clearance and receipt of the financed leased equipment.
- Preparing the monthly aging report and following up for settlement of unpaid rents through Fransabank branches.
- Periodic review of the loans' classification and matching with Moody's rating.
- Tracking and renewing the insurance policies for the leased equipment.
- Performing duties to ensure the company's compliance with the Anti-Money Laundering law (preparing KYC, screening new customers against BDL blacklist).
- Working on ICBS (Universal Banking System).

BLOM Bank S.A.L. – Lebanon

Trainee | Nov 2012 - Feb 2013

- Met with the customers to discuss the car loan product.
- Filled up the car loan request files with the customers and submitted them to the Branch Manager.
- Followed up with the customers for the loan rescheduling.

EDUCATION

Masters in Economics (Banking and Financial Markets) _ July 2015

Saint Joseph University _ Beirut, Lebanon

Bachelor of Economic Sciences _ June 2012

Saint Joseph University _ Beirut, Lebanon

CERTIFICATIONS

Lebanese Financial Regulations _ ESA Business School | June 2018

LANGUAGES

Arabic, French, English.

SKILLS

Project Management

Project Coordination

Communication Skills

Process Improvement

Resource Management

Microsoft 365 Proficiency (PPT, Excel, Words, Outlook, etc.)