

ELIE TANNOUS

Telephone No. +961 70695654
Email: elieytannous@hotmail.com

Address: Fanar, Lebanon

SUMMARY

Highly accomplished and results-driven Principal Consultant with 14 years of progressive experience in general management, financial advisory, project management, and credit operations. Proven expertise in driving performance improvements, optimizing financial structures, and mitigating risk, consistently delivering quantifiable gains in revenue, efficiency, and profitability. Experienced and pragmatic in leading high-performing teams, fostering long-term client relationships, and implementing strategic solutions that yield sustainable business growth.

WORK EXPERIENCE

Principal Consultant - Tannous Consultancy - Jan 2019 – Present

General Management & Business Development - Aug 2021 – Present

- Spearheading strategic and operational analyses for diverse small businesses, identifying operational constraints and developing data-driven actionable strategies, increasing performances, efficiencies and profitability.
- Orchestrating and leading end-to-end implementation of new business processes across multiple organizational functions, significantly enhancing operational consistency and achieving measurable gains.
- Cultivating and nurturing, long-term client relationships, understanding their financial needs and architecting tailored solutions, achieving their financial needs and capital access, fostering long-term partnerships.
- Identifying lucrative market opportunities, structuring and closing financial deals, and strategically navigating intricate industry landscapes to consistently achieving strategic objectives and driving revenue growth.

Project Management & Operational Excellence - May 2021 - Present

- Leading operational improvements for diverse small businesses by analyzing challenges and developing strategic solutions. leading to a 60% increase in revenue and a 70% surge in product development, driving operational excellence and achieving aggressive growth targets.
- Directing and delivering diverse complex projects, including multi-currency funds, power-related projects, agricultural, commodity trading, real estate, and various sectors exceeding projects objectives
- Designing and implementing standardized operating procedures (SOPs) and new processes, significantly enhancing efficiency and consistency while guiding and facilitating successful organizational changes.
- Managing project lifecycles from inception to completion, including risk assessment, resource allocation, and stakeholder communication, resulting in streamlined operations and delivering gains.

Financial Advisory & Investment Management - Oct 2020 - Present

- Delivering integrated financial advisory and holistic management consulting, alongside a 10-expert team, assessing client financial health, risk tolerance, and objectives, developing tailored financial plans and insurance strategies spanning accounting, wealth, cash flow, debt, risk management, and estate planning.
- Developing and implementing tailored high-yield investment strategies, creating robust, diversified portfolios engineered for sustained long-term client financial growth and specific goal attainment.
- Orchestrating and facilitating complex financial transactions across diverse products, commodities, and services, optimizing financial structures, ensuring beneficial outcomes for all involved parties.
- Developing and implementing effective risk management strategies and insurance solutions, safeguarding over \$50 million in client assets and reducing financial exposures by an average of 15-20% across volatile markets.

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Credit Management - Jan 2019 – Present

- Monitoring and evaluating order to cash processes and projects performances, identifying risks and underperforming areas, planning and executing action plans resulting in a 100% projects delivery
- Developing policies and procedures to enhance risk management platforms and decrease credit risks by 10%+
- Introducing new terms and conditions for better protection and establishing credit limits and payment terms with continuous management for a 10%+ increase in on-time payments and decrease in DSOs
- Implementing automated communication systems, invoicing, payment reminders and allocations to increase cross-functional communications by 20%+ and attain an effective error free collection workflow
- Designing and implementing daily, weekly, monthly and yearly management performance reports for effective KPI settings resulting in an increase in performances, productivities, and efficiencies by 25%+
- Directing trainings across departments, implementing work schedule strategies to increase workflow by 25%+ and enhance problem-solving and communication skills by 20%+ leading to a faster client dispute resolution

OTC (order to cash) & Collection Manager - DHL Express - June 2018 - Nov 2018

- Led daily credit department operations and a team of 6 professionals.
- Restructured billing processes leading to an error-free production of invoices, statements, credit notes and write-offs, enhancing compliance rate by 2% with regional standards
- Implemented credit policies, procedures, structures and strategies, enhancing risk management platform, increasing on-time payments by 5% and decreasing DSO by 3%
- Initiated collaborative effort with the IT department, streamlined automated payment reminders and communication systems resulting in a 5% increase in cross-functional communication and on time payments
- Developed daily, weekly, monthly and yearly sales and credit performance reports for effective KPI settings, resulting in 5% increase in performances, productivities, and efficiencies
- Resolved and negotiated settlements with all disputed accounts reducing bad debt by 3%

Credit Manager - Tanmia Agricultural Development Company SAL - Dec 2017- June 2018

- Established, recruited and led the credit department, managing a team of 4 professionals.
- Developed and enforced credit policies, procedures and strategies, resulting in an enhanced risk management platform and a 30% increase in on-time payments and 15% decrease in DSO
- Enforced and conducted credit assessments and risk evaluations for new clients and regular credit reviews and credit limit adjustments for existing clients, resulting in a 30% decrease in credit losses
- Initiated and guided a collaborative effort with the IT department to streamline communication strategies, improving turnaround credit assessment process by 50%, and cross-functional communication process by 40%
- Developed and delivered credit training programs for the sales and credit team, improving efficiency, credit risk awareness, collection and work schedule strategies, enhancing departments performance by 30%.
- Resolved and concluded settlements and payment plans with all disputed accounts, reducing bad debt by 10%

EDUCATION

Master in Business Administration - June 2015 - Holy Spirit University of Kaslik (USEK), Lebanon
Bachelor of Business Administration - June 2012 - Holy Spirit University of Kaslik (USEK), Lebanon

LANGUAGE SKILLS: Arabic (Native), English (Advanced) and French (Advanced)

COMPUTER LITERACY: Microsoft Applications (Word, Excel, Power Point, Outlook), PIMS, Oracle, Macc