

## **NAGHAM AL HENDI**

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Lebanon, Beirut: +961 70 804 870

11-07-1994, Female, Palestinian

### **Experience**

#### **Sales Coordinator**

Gazzaoui Holding Group | April 2025 – Present

- Coordinated day-to-day sales operations, including handling office tasks and managing offshore project requirements.
- Managed the end-to-end process of RGCO payments, ensuring timely and accurate execution.
- Utilized the SAP system to input and manage data related to sales orders, quotations, and customer records.
- Created proforma and commercial invoices, as well as detailed reports and sales presentations.
- Delivered high-quality customer service and support to clients, ensuring satisfaction throughout the sales cycle.

#### **Senior Education Coordinator**

Anera | April 2019 – Feb 2025

- Employer and Partnership Mapping: Established partnerships with private sector companies, NGOs, institutions, and universities to drive collaborations.
- Budget and Proposal Management: Negotiated and finalized project budgets and proposals to align with organizational goals.
- Recruitment and Team Coordination: Hired life skills trainers and project trainers to ensure high-quality program delivery.
- Financial Oversight: Managed financial planning and budget allocation for various initiatives.
- Stakeholder Engagement: Negotiated and facilitated partnerships to enhance program reach and effectiveness.
- Orientation and Training: Led training sessions and provided guidance to new team members.
- Class Monitoring and Evaluation: Ensured program compliance, monitored class performance, and evaluated effectiveness.
- Compliance and Reporting: Maintained detailed reports on program implementation and adherence to organizational standards.

### **Branch Coordinator**

Silkor | Sept 2018 - Dec 2018

- Managed reception and appointment scheduling.
- Promoted services, increasing sales by 10%.
- Handled transactions and maintained financial records.

### **Supervisor**

Wesley's Wholesale | Jan 2016 - July 2018

- Supervised store operations and inventory management.
- Delivered high-quality customer service to drive repeat business.
- Trained and managed new staff to ensure consistency in service and sales.

### **Promoter**

Local Agencies | Dec 2012 - Dec 2015

- Promoted products and services through targeted sales strategies.

### **Education**

Bachelor's Degree in Business Management

- Lebanese International University (LIU) | 2012 - 2016

### **Skills**

- Partnership Development & Stakeholder Engagement
- Budget & Proposal Negotiation
- Recruitment & Team Management
- Financial Oversight & Reporting
- Customer Relationship Management
- Critical Thinking & Problem Solving
- Ability to Work Under Pressure & Meet Deadlines

### **Courses & Certifications**

- Proposal Writing & Business Development for NGOs -(AUB)-2025
- Project Management Professional (PMP) Course/ 35 Hours- (LAU)-2023
- Psychological First Aid (PFA) Certified & PSS Certified -CBHS-2023
- Accountability to Affected Populations (AAP)-Agora/UNICEF-2022
- Cyber Security & Google Workspace Training-Agora/UNICEF- 2022
- Security Awareness & Fraud Prevention -Agora/UNICEF-2021

### **Languages**

Arabic: Native /English: Professional