

GEORGES NJEIM

Administrative | Operations | Sales Professional

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EXECUTIVE PROFILE

Results-driven business professional with 11+ years of experience across sales leadership, administrative coordination, and operational management. Managed a portfolio of 250+ active clients while overseeing documentation, reporting, contract processing, and compliance activities. Proven ability to streamline processes, improve operational efficiency, and maintain strong client retention.

CORE EXPERTISE

- Administrative Management: Documentation & Records Control, Data Entry & Reporting, CRM Management, Scheduling, Compliance
- Operations Management: Inventory Control, Procurement, Supplier Negotiation, Process Optimization, Team Supervision
- Sales & Account Management: Client Acquisition, Contract Processing, Negotiation, Portfolio Management, Retention

TECHNICAL SKILLS

Microsoft Excel (Reporting & Data Tracking), Microsoft Word, Outlook, CRM Systems, Inventory Management Systems

PROFESSIONAL EXPERIENCE

Sales Consultant – MetLife (Lebanon) | Feb 2012 – Feb 2023

- Managed and retained a portfolio of 250+ active clients.
- Executed full sales cycle from prospecting to contract closure.
- Prepared and processed contracts and compliance documentation.
- Maintained structured CRM database and generated performance reports.
- Identified upselling opportunities through systematic follow-up.

Assistant Manager – Il Vigneto Restaurant (Lebanon) | Nov 2010 – Dec 2011

- Supervised daily operations and coordinated staff scheduling.
- Managed inventory control and supplier negotiations.
- Prepared stock and operational reports.
- Handled customer escalations and service recovery.

Assistant Manager – Sushi Ko (Lebanon) | Mar 2010 – Oct 2010

- Coordinated workforce allocation and ensured service standards.
- Reduced wastage through inventory monitoring and cost control.

Room Service Shift Leader – La Cigale Hotel (Doha, Qatar) | Mar 2008 – Feb 2010

- Coordinated interdepartmental operations and ensured quality standards.
- Supported implementation of operational procedures.

Room Service Associate – InterContinental Phoenicia (Lebanon) | Sep 2006 – Jan 2008

- Maintained service documentation and billing records.
- Ensured compliance with hygiene and service standards.

Store Keeper – Sodexo (Lebanon) | Jan 2005 – Aug 2006

- Managed FIFO inventory system and supplier documentation.
- Generated inventory performance reports and monitored stock levels.

EDUCATION

- Master of Business Administration (MBA) – La Sagesse University | Sep 2010 – Sep 2015
- Bachelor's Degree in Hotel Management – Campus Libano-Européen de Technologie | Sep 2001 – Sep 2004

PROFESSIONAL TRAININGS

- Body Language Seminar – Anthony Rizk (2020)
- Sales & Negotiation Training – Samir Zehil (2019)
- HACCP Food Safety Training – Phoenicia Hotel (2007)

LANGUAGES

Arabic (Native), English (Highly Proficient), French (Highly Proficient)