




Hicham Nakhle

Business Administrator

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A hard-working and dependable individual with the ability to work well both independently and in a team. I have extensive experience working with the public, which has taught me the value of friendliness and open-mindedness. An interest in providing goods and services has now given me the confidence and determination to take on any position with high responsibilities and achieve significant milestones in my life's career.

Education

Spring 2020

Bachelor's in Business administration

American University of Science and Technology – Achrafieh Employment

2025 - Present

Business Developer

Virtual Worker Now (VWN)

- Identify potential customers, approach them, and build relationships.
- Present product features and benefits to prospective clients.
- Negotiate sales terms and close deals.
- Process orders and coordinate timely delivery.
- Follow up with existing clients to encourage repeat business.
- Report customer needs and market feedback.

2024 - 2025

Business Administrator

HobFor Impact

- Manage schedules, correspondence, meetings, and filing. □ Perform data entry and maintain accurate records.
- Assist in basic bookkeeping, invoicing, and expense tracking.
- Prepare reports for management.
- Provide basic customer support and project assistance.

2023 - 2024

Customer Service and Settler

SenaHealth

- Respond to customer inquiries by phone, email, or message.
 - Schedule and confirm appointments.
 - Maintain accurate records and appointment logs.
- Handle complaints or direct issues to appropriate departments.
 - Conduct follow-ups for feedback and confirmations.

2019 – 2020

Patient Service Coordinator Laboratoires

Ghorra

- Greets and interacts with patients and visitors
- Answers telephone courteously and in a friendly manner, takes messages accurately, and directs calls to appropriate personnel
 - Gathering the patient's database
 - Organizes and maintains medical files
 - Reviews orders from physicians and verifies orders
- Oversees the integrity of test ordering information to make sure it is entered into the billing system accurately
 - Transferring lab results to the appropriate person
 - Processing insurance payments

August – November 2017

Junior Brand Coordinator - Trainee **LE66**

Foch s.a.l

- Place orders according to budget & minima as per the budget and preset objectives in coordination with the Brand Manager
- Receive and check order codes and pricing in liaison with the supply chain department to ensure accuracy in receiving the products
- Assist in all data entries related to purchase order
- Controlling of defected goods – negotiation with suppliers (DN, CN, or return)
- Implement the right pricing strategy (Price structure, discount policy, sale strategy) in line with the agreed budget and as per market needs.
- Responsible for analyzing & advising on Monthly, Weekly, and Daily sales reports.
- Coordinate the marketing plan (ATL) with the Marketing Department.
- Coordinate all BTL activities (promotion, events & PR) with the marketing department
 - Plan and execute with the Digital Marketing team concerning all Online & Social media activities and campaigns.
- Controlling sales per SKU, per Branch, per sales associate
- Conduct regular market studies (including consumer understanding, competition monitoring, competition mapping, price fishing/comparison, etc.) to deliver an optimal strategy for the brand.
- Identify yearly the VIP list and build strong relationships with key customers (VIP list of each boutique).
- Manage the after-sales service (reparation services, defected items, customer complaints, etc.) to increase customer retention rate.

Extracurricular activities

2020 - Present

Monitoring & Evaluation Officer -

Offre Joie

- Ensure a field permanence to accompany the project's implementation and running in both its organizational and logistical components.
- Coordinate the field activities so that daily, short term and long-term objectives can be achieved.
- Work out with the project coordinator and the concerned staff on the implementation of the project activities and the achievement of the project outcomes
- Ensure all the logistic requisites for the good development of the scheduled activities
- Fill any gaps in the presence of any staff and reschedule the activities in coordination with the project coordinator
- Maintain administrative and filing systems for the project, including minutes of meetings, mailing, and copying notably of evidence needed
- Maintain an updated schedule and briefing of activities

Courses

September 2017

Online Certificate in Business for Emerging Markets

Arizona state university

HICHAMNAKHLE Exchange student:

SUNY International School for Business -USA

Overall GPA : 3.226 Avg. Grade (92/100)

CRM & Sales Tools

Salesforce for Beginners, Trailhead – Using CRM for lead and sales management

HubSpot Sales Software Certification, HubSpot Academy – Lead tracking, email sequences, pipeline management

Communication & Soft Skills

Effective Business Communication - Coursera (University of Colorado)

Negotiation Skills for Sales - LinkedIn Learning

Objection handling, confident deal closing

Skills

Good Communication



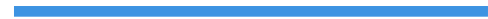
Ability to Work Under Pressure



Ability to Work in a Team



Trustworthiness



Languages

Arabic

Very Good

French

Very Good

English

Good

Computer Literacy

Microsoft Office

(Word – Excel – PowerPoint)



(Outlook – Internet navigation – researches)



Hobbies

■ Music

■ Reading

References

Available upon request.