

Mounira Halwani

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Results driven and dedicated sales support coordinator who excels at developing and implementing new sales strategies, conducting sales reports and analysis, and preparing contracts. Offers great communication skills, excellent time management skills, and important ability to remain calm under pressure.

Work Experience

Engineering Design and Manufacturing – EDM May 2022 - Present

Senior Sales Support Coordinator

- Provide troubleshooting assistance for customer orders, account statuses and relevant problems
- Provide data and guides to help the sales team
- Manage sales tracking tools and report on important information
- Keep and update record of sales on CRM
- Liaise with account managers to develop specific sales strategies
- Stay up-to-date with new product and feature launches and ensure sales team is on board
- Review pending orders and specific customers' requests with the support team to ensure excellent customer service and customer experience
- Suggest sales process improvements
- Take leads and assigns them to the technical team for technical requests
- Prepare software proposals (EDM, Noria and Odoo ERP software's)
- Follow up and prepare software maintenance contracts
- Contact customers for pending payments and collection
- Create sales order, invoices and delivery note.
- Prepare sales reports
- Create software documentations for new modules and utilities
- Prepare after sales software sign off

ERP Functional Consultant – Payroll Specialist (Odoo and Noria Software's)

- Meet with customers for project requirements (by visit, phone call or online)
- Prepare and provide Software demonstration and implementation.
- Provide required software training for customers and after sales support.

Special Educator – Math and Science Teacher

- Knowledgeable about the Montessori program and teaching students with learning difficulties (Dyslexia, ADHD, slow learners ..)
- Delivering the required information using the suitable tools/materials.
- Use hands on activity that help students to communicate and help each other in finding the correct information using different resources/tools/materials.
- Using technology in class (laptop, internet, active inspire.)
- Excellent presentation skills that help students to retain the learning and use them in solving the assignment problems.

Education

Human Resources **Haigazian University, 2016 - 2017**

BA Banking and Finance **Beirut Arab University, 2011 - 2014**

Internship Program

Personnel Officer **Eldorado Shopping Center - 2015**

Credit Officer **Arab Finance House - 2014**

Sales Officer **BLOM Bank - 2013**

Skills

MS Office ,Basic SQL Knowledge, time management, communication skills

Language

Arabic – English