

# Ramona Alaa El Dine

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## Personal Data

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- Born on July 20, 1989
- Married

## Objective

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- Seeking a challenging career where I can implement my creative insights, acquired education and current experience
- Seeking a position in a reputable firm in Business and Clientele Oriented Management and Relationship

## Education

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### **British Council – Beirut, Lebanon**

Business English Certificate – July 2013

### **Saint-Joseph University – Beirut, Lebanon**

BA in Business Administration – June 2010

### **Saint Joseph de l'apparition – Beirut, Lebanon**

Life Sciences (Honor list graduate) – June 2006

## Professional Experience

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### **Sales and Marketing at Medproperties**

**February 2015 – September 2016**

- Report directly to CEO
- Implementing marketing and advertising campaigns to boost the sales
- *Establishing marketing plans and strategies such as flyers, brochures, exhibitions, etc..*
- *Social Media Marketing expert*
- *Preparing and giving ppt presentations to clients about the item of sale involved*
- Dealing directly with the clients
- Sales Executive
- Establishing financial plans for sales purposes
- Real-estate professional
- Handling the marketing and the quality control of a sister company (Berkeley hotel) :
  - Assuring that the hotel is up to the standards
  - Maintaining and improving the quality content of the hotel's website.
  - Handling new recruitment
  - Getting the best price for new purchasing orders
  - Handling the marketing of the hotel to boost the sales and to spot competition

- Ensuring that the employees are operating properly
- Handling the training of the employees for better performance

**Senior IP Administrator/Coordinator at SABA IP & CO**  
**February 2011 – February 2015**

- Report directly to Operation Manager
- Trademark and patent registration in Europe, US and other several countries
- Fully support client's registration through legal arguments – in case of infringements filing court cases
- Dealing and coordinating with international agents to register trademarks, designs and patents
- Market Intelligence and Research to enhance argumentation and defend trademarks
- Direct coordination between VIP Clients and Agents
- Clients' advisor
- Handle elites' clients files from A to Z
- Review sales performance versus targets
- Assist Operation Manager in problem solving, project planning and development and execution of stated goals
- Analyze and maintained information and database
- Serve as backup during the absence of Operation Manager
- Study, implement and define quotations and fees
- Drafted financial, statistical, narrative and other reports

**Training Experience**

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***Lebanon and Gulf Bank (July → August 2010)***

- Internship through various department of Lebanon and Gulf Bank head office including: Front teller, customer service, swifts and loans.

**Teller**

- Handling many operations such as depositing and withdrawing cash, transfer transactions, issuing checks.
- Identifying customers, validate and cash checks
- Accepting cash and checks for deposit and check accuracy of deposit slip
- Performing specialized tasks such as preparing cashier's checks, personal money orders, issuing traveler's checks and exchanging foreign currency

**Customer service**

- Listening to customer complains in addition of account operations such as opening new accounts
- Performing services for customers such as ordering bank cards and checks
- Receiving and verify loan payments, mortgage payments and utility bill payments

- Answering inquiries regarding checking and savings accounts and other bank related products
- Initiating and open new accounts
- Explaining, advising on and promoting bank products and services to customers

### **Technical Skills**

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**Office Tools:** MS Word, Excel, PowerPoint, Outlook Express, Access

**Languages:** Read, Write and speak fluently Arabic, French, and English

### **Personal Skills**

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- Ability to deal with stressful situations
- Ability to establish effective mutual understanding and dialogue with colleagues, clients and suppliers
- Ability to build internal/external customer relationships through fast response, global awareness, high performance, and dedicated teamwork
- Enjoy high communication and coordination skills and maintain friendly positive attitude in a team work environment