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Beirut, Lebanon

## OBJECTIVE.....

Further my professional career in a solid company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

## ACADEMIC BACKGROUND.....

### Saint Joseph University (USJ)

2011 • Master's Degree in Information and Communication

2007 • Bachelor's Degree in Translation

### ESA Business School

2016 • Digital Marketing Certificate

### Starmanship

- 2008 • Leadership workshop
- 2008 • Sales and Marketing workshop
- 2009 • Communication workshop
- 2010 • Team Building workshop

## SOFT SKILLS.....

- Strong Work Ethic
- Communication
- Confidence
- Problem Solving
- Time Management
- Positive Attitude
- Team Player
- Ability to Accept and Learn from Criticism
- Working Well Under Pressure
- Leadership
- Goal Oriented

## LANGUAGES.....

- Arabic [Native]
- English [Fluent]
- French [Fluent]
- Spanish [Basic]

## COMPUTER SKILLS.....

- Office Word
- Office Excel
- Office Power Point
- Paperbricks Program
- KARL [Bookwitty Seller System]

# Maya Abi Merhy

## WORK EXPERIENCE.....

### Bookwitty/ Keeward Group

#### 2017- 2018 Supply Chain - Senior Book Buyer

- Slashed Supply Chain costs by 30% throughout achieving higher discount rates with our local and international suppliers
- Enhanced the supply chain efficiency by coordinating with the logistics team on warehouse and shipping operations
- Optimized our online seller system by communicating with our developers
- Preserved relationships with our existing suppliers while exploring new ones
- Managed all Publishers' accounts: Special Prices, discount rates, bulk orders, stock, backorders...
- Preserved a flawless communication within the supply chain team
- Managed stock operations: Supply, demand, inventories and returns
- Lead negotiations with suppliers regarding prices and terms of agreement
- Analyzed reports and forecasted future sales
- Coached and supported new staff in the supply chain team
- Identified niche titles for each market and monitored the bestsellers' rank
- Sustained product knowledge and pursued all factors influencing the market environment.
- Developed with the marketing team a calendar of activities and promotions

#### 2014- 2017 Supply Chain – Book Buyer

- Monitored stock levels, book sales and reviews on our online platforms and delivered daily reports
- Raised Claims for all the damages and shortages to the publishers
- Affiliated the right suppliers to the requested titles
- Monitored distribution activities, backorder reports and resolved latencies
- Coordinated the purchase order process with our suppliers
- Assisted and advised both customer service and editorial teams with their queries about a certain title/issue

### Librairie Antoine

#### 2010- 2014 AUB Bookstore Branch Manager (American University of Beirut)

- Identified and evaluated all the new released books on the market (Trade and academic titles)
- Achieved Antoine's objectives by managing, training, orienting and evaluating staff
- Maintained quality service via professional standards, analysing and resolving conflicts
- Focused on team effort habits
- Managed and organized staff's activities and schedules
- Organized all book signature events and ordered all the required textbooks for AUB
- Maintained communication between AUB Departments and Antoine's head office
- Provided consultancy regarding book adoptions for the University's academic personnel
- Communicated with International publishers and distributors regarding book orders and quotations

#### 2007- 2010 Bookseller

- Assisted customers with purchases
- Handled the reception/returns of books by maintaining daily records and preserving stock inventory
- Managed the display of all the books and assisted with the relocation of stock