

Roy Ali

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OBJECTIVE

To secure a promising position that offers challenges and a good opportunity for growth, and to learn more about this sector which is part of my major.

EDUCATION

Sagesse Achrafieh, 2000-2012.

Ecole Hoteliere Dekwaneh, 2013-2015.

Al Kafaat Univeristy (Graphic Design & Advertising) 2016-2019.

SKILLS

- General computer literacy (Excel, Word, PowerPoint).
- Communication and negotiation skills
- Sales techniques
- Customer service techniques
- Highly motivated and mean oriented: adapt easily to new environments, ability to perform under pressure and team player.

LANGUAGES

Fluent in spoken and written Arabic, French, English.

EXPERIENCE

2024-2024: QHSE Audit Supervisor – IPT Powertech.

- Audit Management: Plan, execute, and oversee QHSE audits across various telecommunications sites to ensure compliance with internal policies and external regulations.
- Compliance Assurance: Monitor adherence to industry-specific safety standards and environmental regulations, identifying non-compliance issues and implementing corrective actions.
- Risk Assessment: Conduct thorough risk assessments, hazard identifications, and safety inspections to mitigate potential risks and enhance workplace safety.
- Policy Development: Develop, update, and enforce QHSE policies, procedures,

and guidelines, ensuring alignment with industry standards and regulatory requirements.

- Training and Development: Conduct QHSE training sessions for staff, promoting awareness and understanding of safety protocols and quality standards.
- Incident Investigation: Lead investigations into QHSE incidents, determining root causes, and recommending preventative measures to avoid recurrence.
- Reporting: Prepare detailed audit reports, including findings, recommendations, and action plans, presenting these to senior management and stakeholders.
- Continuous Improvement: Promote a culture of continuous improvement by identifying opportunities for enhancing QHSE processes and implementing best practices.

2023-2023: Senior Account Manager – Gozilla.

- Handling 132 accounts
- Handling day to day operation for the accounts
- Solving and follow up with incidents that occurred with my accounts
- Preparing action plans and ways to increase sales numbers

Handling payments for the accounts

2019-2022: IQOS senior product expert – Philip Morris

- Handling E-commerce and live sales operations
- Customer engagement (conversion check)
- Everything related to after Sales
- Stock Management and reporting.
- Handling premium sales point, operations and staff training.

2019-2020: Manager on Duty- BOUNCE

- Purchasing officer.
- Stock Manager.
- Handling everything related to F&B.
- Event Lead
- Train new joiners

2019-2019 / 2022-2023: Operation Manager (project basis) – LIVE LOVE RECYCLE

- Supervisor and team leader
- Plan new shops opening and budgeting
- Recruiting and training new employees

2019- 2020 Executive Assistant – Saint Paisios Center, Achrafieh.

- Act as the point of contact among executives, employees, clients and other external partners.
- Assist in setting the policies and procedures manual.

- Train the employees on systems.
- Assist in the marketing strategy.
- Handle employees' complaints and oversee the performance of clerical staff.
- Take minutes during meetings.
- Organize and maintain the office filing system.
- Format information for internal and external communication – memos, emails, presentations, reports.
- Rack daily expenses and prepare weekly, monthly and quarterly reports.
- Manage information flow in a timely and accurate manner.

2017- 2019 Sales Associate – ABC store, Achrafieh.

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers need and provide assistance.
- Follow and achieve departments' sales goals on a monthly, quarterly and yearly basis.
- Remain knowledgeable on products offered and discuss available options.
- Team up with co-workers to ensure proper customer service.
- Build productive trust relationships with customers.
- Suggest ways to improve sales.

2013- 2014 Waiter – VIP Lounge, Middle East Airlines, Beirut

- Respond to the request of all guests in the assigned area.
- Provide the maximum attention to guests.
- Provide excellent customer service to guests.
- Ensure the lounge is properly maintained.
- Take accurate food and drinks orders.
- Serve food and drink orders.
- Arrange table settings and maintain a tidy cleaning area.

2013- 2016 Team Leader – Roadster Diner, Achrafieh.

- Create an inspiring team environment with an open communication culture.
- Set clear team goals.
- Delegate tasks and set deadlines.
- Oversee day- to-day operation.
- Monitor team performance.
- Listen to team members' feedback and resolve any issues or conflicts.
- Recognize high performance and reward accomplishments.
- Suggest and organize team building activities.
- Assist in the opening of Zaytouna Bay Branch.

INTERESTS:

Member of “Les Scouts du Liban, Groupe Saint Coeur Sioufi” since 2004 and had leading positions. (Maitrise de Groupe)

“Enta Akhi” volunteer : since 2015 till 2018.

Redcross Volunteer : EMT since 2015 : covering 1 night per week.

CERTIFICATIONS:

- Phycological First-Aid: Issued by the Lebanese Red Cross
- Applied trainer course: Issued by the Lebanese Red Cross
- General trainer course: Issued by the Lebanese Red Cross
- Silver commander: Issued by the Lebanese Red Cross
- Biohazard training: Issued by the Lebanese Red Cross
- Emergency Medical Dispatcher: Issued by the Lebanese Red Cross
- Cadre (Leadership training): Issued by the Lebanese Red Cross
- Sales Technique: Issued by ABC.
- Communication Skills: Issued by ABC.
- Training of trainers: Issued by ABC.
- Basic Food Hygiene: Issued by Roadster.
- Customer service engagement: Issued by Roadster and one by ABC.
- Trainer of trainers: Issued by the Lebanese Red Cross

PERSONAL

Date of birth:08-09-1997

Gender: Male

Nationality: Lebanese

Marital Status: Single