

Dany Nicolas

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15/9/1989

Personal Summary

A highly competent, motivated, fast learner and enthusiastic person with experience of working as part of a team in a busy office environment. Well organised and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues.

Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems. Currently looking for a suitable position with a reputable and ambitious company.

Work Experience

Working as part of a team and supporting my colleagues . Responsible for the day-to-day tasks and administrative duties of the office including covering the reception area.

January 2017 till Present **Nicolas Electric**

Sales Manager

- Identify resources, perform workload assignments and provide assistances when required.
- Conduct trainings to team members as needed.
- Monitor team performances and provide feedback for improvements.
- Follow and enforce company policies and procedures.
- Address customer queries and ensure customer satisfaction.

January 2016 till January 2017 **DUNLOP TIRES**

Sales Representative

- Present, promote and sell products/services using solid arguments to existing and prospective customers.
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs.
- Establish, develop and maintain positive business and customer relationships.
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the territory/market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services

September 2014 till January 2016 **Eastern Import for Hotels and Restaurants Equipment's**

Sales Manager

- Handling incoming / outgoing calls, correspondence and filing.
- Monitoring inventory, office stock and ordering supplies as necessary.
- Responsible for purchase orders. Raising of purchase orders and invoice tracking.
- Setting up and coordinating meetings and conferences. Involvement in social media implementation.

Jan 2013 till August 2014 **EMDS Armored Vehicle Company** (Egypt, Cairo)

- Training on armored vehicle division.
- Land Cruiser Service Center
- Wide knowledge In car parts , engine parts and exterior accessories.
- Bavarian motorworks(BMW) Training as Sales Advisor

Jan 2011 till Jan 2013 **Nicolas Electric(a company that provides Robust, Powerful & Innovative powerSolutions)**

Distribution and Sales Manager

- Set distribution goals and plan and manage distribution operations to achieve the set goals.
- Identify resources, perform workload assignments and provide assistances when required.
- Conduct trainings to team members as needed.
- Monitor team performances and provide feedback for improvements.
- Oversee daily routes and improve route plans to ensure timely deliveries.
- Follow and enforce company policies and procedures.
- Address customer queries and ensure customer satisfaction.
- Develop distribution budgets and manage expenses within the budgets.
- Work with warehouse and transportation staffs to ensure timely and accurate deliveries.

May –2009 till October2010 **Suite Hotel Bsalim**

Receptionist

- Greeting customers
- Handling incoming calls
- Reservation procedures
- Customer Service

March 2006 till December 2008

MSF (Medecin Sans Frontier)

- Telephone Protocol
- Helping homeless people to have food and shelter
- Computer work and archiving

Key Skills and competencies

- Strong organizational, administrative and analytical skills.
- Excellent spelling, proofreading and computer skills.
- Ability to maintain confidentiality.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multi task and manage conflicting demands.
- Ability to convince the client to buy any item.

Academic Qualifications :

2009- 2014 **Middle East University, Lebanon**

Bachelor of International Business Management from Griggs University, Us, Michigan

2008-2009 **Middle East University, Lebanon**

Freshman

2007 **College du SacreCoeur , Lebanon**

Baccalaureate Part 1, Sociologie and Economics, completed 2007

Language Skills:

English : Fluent (read, written , spoken)

French : Fluent (read , written , spoken)

Arabic : Fluent (read, written , spoken)

German : Basic (read , spoken)

Hobbies and Interest:

- Adventure Sports,
- Karting, Rally
- Playing Guitar,
- Music