



CAREER OBJECTIVE

I am currently looking for a full time employment in **real estate or international sales management** fields, being a very competitive person I consider I am in the right position to **grow my network** and seek a leap forward in my career.

CAREER HISTORY (Summary)

<i>Period</i>	<i>Employer</i>	<i>Position</i>	<i>Country</i>
2014 – current	Sunami S.A.S Fashion Retail	Area sales manager	Colombia / Bogota
2013-2014	Luxor S.A.S Perfume & accessories Retail	Store Sales manager	Colombia / San Andres Isla
2010- 2013	Maestro consulting services	sales consultant	Lebanon
2011-2013	MetLife	Insurance sales agent	Lebanon
2008- 2010	Bank Audi S.A.R.L	Junior customer service / SOS team	Lebanon
2006-2007	Sydney constructions l.l.c	Accountant	United Arab emirates / Dubai

KEY COMPETENCIES

I am a committed result driven Goal oriented person with years of sales experience and contract negotiations. My passion for international affairs and travel plus Being a Multilingual person, helps me be a good Team player With Experience in multicultural environments And a good knowledge of MENA & GCC region.

I use my excellent presentation skills to build excellent relationships & help my clients make **high quality business decisions** that involve .sales and negotiations I do everything I can to help them **maximize their returns by minimizing risk**, with a background of finance, accounting, insurance & banking.

SALES & MARKETING SKILLS

- Maintaining , & increasing sales through various researches, & practices to meet regional sales targets
- Establishing , maintaining & expanding target customers
- Extend the potential market with new marketing plans
- Counseling area sales representatives & implementing new marketing plans.
- Raising teams productivity using competitive sales techniques
- Customers service improvements, service the needs of existing customers, collect feedbacks and respond to important issues.
- Track competitors & trends and Keeping up to date with products and competitors

FINANCIAL Skills:

- Using Strategic planning to set important financial objectives
- Preparing annual budgets and quarterly reports
- Compiling and analyzing sales figures and preparing reports to senior managers
- Using cost reduction procedures to raise profitability
- Researching industry & related events better understand the environment
- Using analytical skills to understand complicated areas and fix it
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MANAGEMENT & TEAMWORK SKILLS

- Implementing **policies and procedures** in team management & procedures
- Team management:
 - Helping with recruiting issues
 - Implementing motivational processes & reward system based on commission
 - Monitoring team performance & motivating them , training , orientation & (1 to 1) coaching & driving performance
 - Creating various rotating teams able to compete among each other & being accountable for their actions
 - Resolving team conflicts
- PROJECTS :
 - Scheduling projects deadlines
 - Assigning tasks to individuals & teams
 - Setting sales targets for teams & wholesale
 - Delegating big tasks
 - Reviewing job contributions & compensation
- Regular brain storming meetings to set up new ideas

NEGOTIATION SKILLS

- Business to business (B 2 B) sales negotiations
- Building and maintaining rapport with key clients
- Contract negotiation
 - match the stages of the contract negotiation process with corresponding activities
 - determine appropriate objectives for an upcoming sales meeting
 - recognize examples of **sales agreement terms that contain value**
 - determine how to handle potential areas of disagreement in preparation for a contract
- **handle potential conflicts** with others including suppliers , key clients
- Contract negotiation with **international parties** in (panama/ Peru/ Venezuela...)
- Screen & propose potential business deals

WORK HISTORY

2014- CURRENT

AREA SALES MANAGER, Sunami S.a.s, Bogota, Colombia.

- Responsible **of managing the retail shops** in the Bogota area
- Responsible for tracking all aspects in sales and management
- Responsible for negotiating with about **80 suppliers** and **opening new markets**

Key achievements

- Was able **to systemize the control system**, planed a payment schedule and **lowered the overall pressure from unplanned events**. Utilized internet technology to keep the management informed about all the information's required.

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- **Reduced overall costs about 35%** and implemented cost-reduction initiatives
- Established good working relationships with suppliers
- **Closed a large deal with approximate value of 500 mil** from a perfume supplier in panama with many benefits, including a **25% discount rate** on purchases .the deal was then canceled due to the economic situation in South America.
- Improved customer service satisfaction by canceling the self-service initiative.
- **Lowered staff 40%** and held the team at that level although the security issue was a big deal

2013- 2014

STORE SALES MANAGER, Luxor perfumes & accesorios S.a.s, San Andrés Isla, Colombia.

- Managing **daily retail operations** of two shops selling perfumes and accessories also responsible for tracking all aspects in sales and management
- Responsible for negotiating with suppliers, and planning payments.

Key achievements

- Introduced and implemented the computerized accounting system
- Increased product diversification
- **Increased turnover by 30% in one year**
- Training staff on correct methods of client service

2010- 2013

Sales consultant, Maestro consulting services, Beirut, Lebanon.

Insurance agent, MetLife, Beirut, Lebanon.

- to supervise & control the customer's accounts and follow up of customers
- Prepare **feasibility studies**/helping clients get commercial loans approval & effective planning implementation of financial/ accounting practices.
- Management of **web-based service** for Lebanese clients living in UAE, KSA, and KUWEIT... introduced customer experience optimization to ensure independent & satisfaction

Key achievements

- Surveys were always of the highest standards possible.
- Contribute to the formulation of **business objectives** and develop annual plans
- Develop and implement a comprehensive financial estimates, operating plans/forecasts
- Help clients with all issues regarding their projects.
- Identifying areas for **cost cutting** and improvement
- Helping clients with cash flow control issues (banks, customers, suppliers, and daily expenses)

2008- 2010

Junior customer service, S.O.S team, Bank AUDI, Beirut, Lebanon.

- Account opening for new clients & follow-ups of customers' accounts
- Credit cards sale and creations and debit cards operations
- DSL service implementation, **letter of guaranty**
- Creating and updating customers **data base** in compliance with standards

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- Process daily transactions for cash withdrawals and deposit and updating accounts
- Process **wire transfers** , and international money transfer
- Prepare & **update letter of guaranties** & letter of credits for customers

Key achievements

- Successfully followed up between two different tasks in the branch customer service & teller
- Sometimes sent in a temporary task to another branch as part of the S.O.S team.
- Successfully **raised the sales** of various services making the branch step from number 24 to 16 in two months in a row.

2006- 2008

Accountant, Sydney constructions, Dubai, U.A.E.

- Process and control daily transactions for suppliers' invoices, bank transactions, petty cash and journal vouchers in the general ledger.
- Reconcile clients and suppliers accounts with the company's records, follow up and investigate on any discrepancies.
- Compare Purchase Orders and Purchase Requisitions with actual materials/services received.
- Check time sheets and payroll preparation.
- Generate and finalize year-end adjustments and reports in cooperation with the internal and external auditors.

EDUCATION

- 2011 **Masters in Finance** and banking, American university of science and technology, Beirut, Lebanon.
- 2006 **Bachelor in business management**, University Saint Joseph, Beirut, Lebanon.

INDEPENDENT COURSEWORK

- advanced English proficiency
- time management course (covey foundation)
- executive leadership & management
- anti laundry money certificate (Lebanese central bank)
- project management course
- negotiations courses

LANGUAGES

- ARABIC (NATIVE)
- ENGLISH (BILANGUAL PROFICIENCY)
- FRENCH (BILANGUAL PROFICIENCY)
- SPANISH (PROFESSIONAL PROFICIENCY)

INTERESTS AFFILIATION, MEMBERSHIPS

LEBANESE HUNTING CLUB,