**ELIE SALIBA**

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**SUMMARY**

Fluent in three Languages, English, French, and Arabic. Excellent computer knowledge, familiar with all office applications and other operation software. Well organized with excellent communication and reporting skills.

**EXPERIENCE**

Xerox Emirates LLC, Dubai, United Arab Emirates, Business Development Manager, 2014 – 2015

* Create and manage customer opportunities.
* Research, build and maintain relationship with existing and new clients.
* Territory management and knowledge of competitive landscape.
* Provide monthly sales forecasts and business reports.
* Contracts management.

Hewlett Packard Middle East FZ - Dubai, United Arab Emirates, Accounts Operations Manager, 2012 - 2014

* New and existing accounts management, covering Middle East and Levant.
* Contracts management, including creation and renewal.
* Business applications setup, including training and users support.
* Partner queries and project management.
* Sales team support.

Lexmark International Middle East FZ - Dubai, United Arab Emirates, Sales Support Specialist, 2007-2012

* Coordinate between pricing and sales department enabling competitive bids and promotional offers to customers.
* Partners and suppliers point of contact for orders, queries support, and claims process.
* Business analysis, including market research, outlook preparation, and forecast assistance.
* Contribute to sales operations, offering consistent reporting of sales and inventory, with inputting of sales database.
* Contracts application control, including partner achievement plans, and rebate calculations.
* Monitor financial invoices using the integrated business system SAP.
* Track orders and assist cash collection, including liaise directly with offices worldwide.

IP Trading Co. - Beirut, Lebanon, Sales Operations Controller, 2003-2007

* Work with the sales department in order to control the sales revenue and make sure that tax regulations are met.
* Control the inventory by making regular check and ensure on site counts are done.
* Make sure of accurate deliveries in quality and quantity of products.
* Work close to HR department in order to advise employees’ status and escalate issues.

Acropolis Hotels - Beirut, Lebanon, Customer Service & Sales Support, 2001-2003

* Support the sales department selling rooms, conferences and fests.
* Resolve issues linked to services or payments, and manage escalations needed.
* Provide web sales assistance for abroad customers, by replying to mails and phone calls.

**EDUCATION & CERTIFICATION**

* Bachelor degree in Business Law, Lebanese University
* Toefl for English proficiency, American Language Center
* Marketing Strategy Certification, Brainbench U.S
* Business Communication Certification, Brainbench U.S

**TRAINING**

* Team building and training retreats, Geneva 2007, Istanbul 2008, Malaysia 2010
* Financial Performance Essentials
* Revenue Recognition – Striking Deals
* MPS (Managed Print Services) training, Xerox training program