

# Omar El-Assaad

*B.A*

*Fine Arts, Graphic Design*

*With over 3 years of experience in Sales, Marketing, Project Management & Team Leading*

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*Nationality: Canadian, Lebanese*

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## **Profile Summary:**

- Fast Learner, very organized with good priority management.
- Highly motivated and target oriented.
- Good communication skills (trilingual).
- Very punctual in meeting deadlines, good reporting skills, very enthusiastic to manage new activities and conquer new responsibilities.
- Able to implement and create new procedures in order to enhance the working performance.
- Able to do Budget proposals for projects according to a certain length.
- Possess excellent interpersonal, analytical, and organizational skills.
- Excel within highly competitive environments where leadership skills are the keys to success.

## **• Project Management:**

Over 2 years of experience in Project Management within International Non-Profit Organization; Team Leading of 15 staff members, daily follow up, distribution, weekly & monthly reporting, project follow up (target achievement)

## **• Sales:**

Over 3 years of accumulated experience in highly competitive sales and marketing environments working on worldwide events such as the Cannes Film Festival, Milano Fashion Show, etc...

## **• Human Resources:**

Over 2 years of experiences in the human resources managements dealing with recruitments (HR requests, Job Descriptions, Recruitment Matrix, Tests, Interviews), Performance Appraisals for staffs, Disiplinary measures, good conflict resolution.

## **• Finance:**

Over 2 years of experiences dealing with different types of Projects and Donors. Deep experience with Budget proposals, forecasts, modification requests, follow up and analyses, purchase service request, purchase orders payments according to Logistics and financial procedures.

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## **Education:**



**Al-Manar University (MUT) Tripoli, Lebanon**

June 2011

Bachelor Degree in Fine Arts – Graphic Design

## Experience:

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### Relief International

Tripoli, Lebanon

(December 2015- March 2016)

#### Field Officer

Provide support for all activities implemented in North Lebanon, including Cash and Communication components. This will include assistance with coordinating with organizations working in the refugee setting, mapping and gathering data on related organizations and geographical locations in relation to the program and staying abreast of the evolving situation on the ground with the program's targeted refugee communities.

#### Responsibilities include:

1. Working with other relevant RI staff on Vulnerability assessment and beneficiary selection  
For the program, including targeting of informal settlements and collective shelters
2. Mapping out potential geographical locations for targeting within the Cash component
3. Mapping out active implementing partners related  
To the sectors of the program
4. Mapping out potential locations for Communication Hubs (CHs)
5. Mapping out acting LNGOs in the targeted areas  
For potential partnerships within the communication component
6. Following up on activities with beneficiaries  
Within the CHs and ensuring the proper flow of capacity building activities with the CHs
7. Ensuring technical and operational preparedness  
For trainings, workshops, activities within the CHs, assessments, PDMs, and other related tasks impacting program implementation
8. Assist in the implementation of the CHs' Outreach Campaign
9. Using participatory methods, engage in active participation with all phases of program planning, development, and implementation as appropriate and necessary
10. Compiling necessary information impacting M&E Plan and program outcomes, cash assistance and program outcomes and compiling necessary information impacting communication component and program outcomes
11. Engaging with municipalities and other local authorities or actors as necessary to facilitate access and security in the targeted locations in North Lebanon

**Handicap International – Emergency  
Division Lebanon**

Tripoli, Lebanon

(January 2014- December 2015)

**Project Officer**

- Responsible of Team management, weekly planning, distributional activities, daily meetings..., etc.
- Responsible on making sure that the project is running smoothly in terms of time frame, target. Plus, making weekly & monthly reports in terms of target, budget, data analysis
- Participate in coordination meetings as HI representative, taking minutes of meeting in order to share it with the Field Co / Program Manager.
- Responsible for all financial & Logistics inputs and information, Validation of Purchase Orders, and Purchase Service Requests, makes budget analysis, reports, modifications, forecasts of budget, proposals related to the projects.
- Responsible of Human Resources Management Performance Appraisals, Disciplinary measures, leaves planning and follow up, Recruitments, induction briefings, ...
- Responsible on improving the Service Quality: Updates of Tools, Procedures, Recommendation and proposition of new processes in terms of project management, team leading, trainings required.
- Responsible on improving the capacity building of team members through some activities or trainings
- Responsible on making Action plan the team members.

**Responsibilities include:****1. Project Management:**

- Management of the team:
  - Responsible of making the weekly planning of the teams.
  - Make sure the planning is done in link with the distribution activities.
  - Responsible of the daily meeting with the teams.
  - Ensure that identification system is efficient
  - Organize and participate to regular field visits
  - Ensure, information collected on the field correspond to the real needs
  - Organize training/refreshment when needed
- Liaison with local and international stakeholders:
  - Create and maintain a strong network in the area of operation.
  - Create a data collect system of new comers and very vulnerable conflict affected families par area.
  - Identify the relevant location and system for distribution.
  - Representation to coordination meeting
- Identification of very vulnerable conflict families in needs of cash assistance
  - Ensure effectiveness of the identification system
  - Ensure adapted training for the team
  - Develop and follow on complementary identification
  - Organize a relevant geographical system of assessment
  - Ensure respect of internal processes in the identification and assessment
- Data collection
  - Responsible of the quality of the data collected
  - Support team at field level with analysis of collected information to improve consistency
  - Guarantee consistency of project archive including assessment forms, distribution lists and donation certificates
  - Participate in the qualitative analysis of different kinds of issues related to the project

**2. Finances & Logistics:**

- Participate in the preparation of Donor's report (Quarter Report, End of project report)
- Budget proposals preparation
- Budget amendments, Analysis, Forecasts
- Budget follow up on a monthly basis:
- Responsible of making the appropriate Purchase Service Request, Purchase Orders and link with the logistics & Admin Department to proceed with the necessary payments

**3. Human Resources:**

- Responsible of recruiting the required number of teams in link with the activities of the Project
- Lead the recruitment process (Shortlisting, Tests, Interviews, Recruitment Matrix)
- Making sure that the teams job descriptions are updated.
- Responsible of making performance appraisals
- Lead all processes of disciplinary measures from warning, dismissal, termination due to poor performance appraisal
- Responsible of the follow up of leave and any kind of absence
- Ensure Conflict Resolution among team members
- Ensure the induction briefings of new staff.

## **Handicap International – Emergency Division Lebanon**

Tripoli, Lebanon

(November 2013- January 2014)

### **Outreach Worker**

- Responsible on making identification, assessment needed for the project on the field.

### **Responsibilities include:**

1. Identify needs of the program beneficiaries, contribute to the assessment of these needs and/or directly assess these needs as required
  2. Answer to the identified needs, by providing direct support, respecting confidentiality and the right of the beneficiary
  3. Develop and reinforce the relationships with INGO, LNGO, authorities, community resources and any other stakeholders on the field to improve the identification system
  4. Participate in the analysis and reporting of global issues in the refugee population
  5. To demonstrate an ethic and professional practice
  6. Demonstrate willingness to improve professional competences and abilities to increase care quality
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### **Boomerang Tracking Inc.**

Montreal, Canada

(August 2012 – November 2012)

#### **Customer Service Clerk:**

Provide customer service in a courteous manner, manage customer accounts, verify customer balances and receive due payments.

#### **Responsibilities include**

- Develop logistics to provide customer service in an efficient manner.
- Develop, build and expand customer base through providing quality customer services.
- Maintain and manage customer accounts in an organized manner.
- Check and verify customer balances and dues.
- Coordinate with sales personnel in collecting long pending dues.
- Oversee and supervise that products and services are delivered on time to customers
- Respond and resolve customer related issues and problems.
- Maintain, manage and update all customer databases in a timely manner.
- Implement innovative methods that ensure customer satisfaction at the highest level.
- Ensure compliance of company standards and procedures in providing customer services.



### **Rogers Communications Inc.**

Montreal, Canada

(December 2011 – May 2012)

#### **Customer Service Representative:**

Responsible for acting as a liaison between customers and company. Assists with complaints, orders, errors, account questions, billing, cancelations, and other queries.

#### **Responsibilities include**

- Greet customers warmly and ascertain problem or reason for calling
  - Resolve customer complaints via phone
  - Receive calls from customers to verify and modify account information
  - Handle cancelation or upgrading requests, and transferring to the appropriate department.
  - Tracking orders and following up on accounts updates.
  - Advise on company information
  - Take payment information and other pertinent information such as addresses and phone numbers
  - Answer questions about warranties or terms of sale.
  - Attempt to persuade customers to reconsider cancellation.
  - Inform customers of deals and promotions, and sell products and services accordingly.
  - Work with customer service manager to ensure proper customer service is being delivered.
  - Read from scripts.
  - Handle changes in policies or renewals.
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**Spotvision Alliance**

Tripoli, Lebanon  
(July 2008 –September 2009)

**Sales & Marketing Expert:**

Establish and handle all sales activities in order to fulfill the project objectives. The main responsibilities include market analysis and identification of new sales and business opportunities.

Some of the campaign I've worked on include:

- Cannes Film Festival
- F1 - Formula One
- Milan Fashion Week
- NFL Superbowl
- NASCAR
- Rome Film Festival
- Cairo Film Festival

**Responsibilities include**

- Media Sales and Consulting
- Key Account Management
- Strategic partner identification and development
- Plan, organize and manage all sales activities
- Analyze markets in order to identify new sales and business opportunities
- Lead sourcing and market analyze for new prospects customers.
- Handle customer complaints and solve conflicts within the company
- Handle promotional materials and coordinate advertising
- Compile and track sales data
- Maintain good long term relationship with customers
- Provide customers relevant information about the products and services the company sells



**Gemma Communications.**

Montreal, Canada  
(September 2006 – February 2007)

**Call Center Agent:**

Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

**Responsibilities include**

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
  - Determines eligibility by comparing client information to requirements.
  - Establishes policies by entering client information; confirming pricing.
  - Informs clients by explaining procedures; answering questions; providing information.
  - Maintains communication equipment by reporting problems.
  - Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
  - Updates job knowledge by studying new product descriptions; participating in educational opportunities.
  - Accomplishes sales and organization mission by completing related results as needed.
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**Virgin Megastore.**  
Tripoli, Lebanon  
(March 2005 – July 2006)

**In-store Sales Representative –  
Music/Movies/Books:**

Responsible for selling products, merchandise,  
and services to customers.

**Responsibilities include:**

- Welcome customers and assist them with the selection of merchandise.
- Maintain stock level as well as merchandise pricing, signage and coding.
- Ensure all orders are properly documented, enter in the CRM and prepared for pick up.
- Regularly rearrange product display and in-store merchandise.
- Check inventory to ensure product is in stock.

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**Computer Skills:**

Professional experience:

- Microsoft office, Adobe Photoshop, Adobe Illustrator, Adobe Design, QuarkXPress, Dropbox

**Trainings / Certificates:**

- ✓ Project Management
- ✓ Time Management
- ✓ HR Management

**Volunteer Experience, Handicap International**

Participate during Saturdays as Volunteer Field Worker in order to support the work of other HI Field Staff in helping refugees and be more involved in the actual work of Humanitarian NGO.

**Languages:**

Fluent in English, French and Arabic, both in written and spoken. Basic understanding of Italian and Spanish