

JOYCE NOUJAIM LEFEBVRE

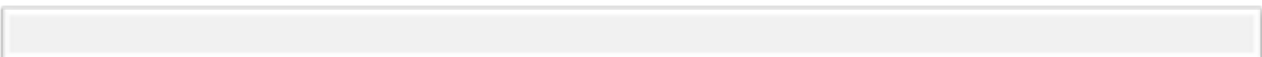
Glazir - Lebanon

E-mail: lefebvrejoyce@gmail.com Mobile : 70/699567

D.O.B: 10/12/1982

PROFILE

An entrepreneurial, details oriented and highly motivated, decision maker with diverse experience. Strong analytical and problem solving skills, adaptive learner and a team player.

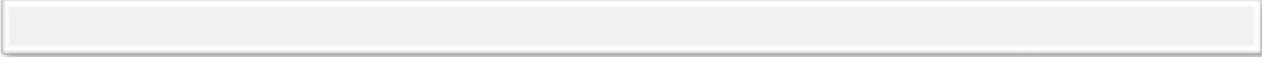


EDUCATION

Holy Spirit University Kaslik/Lebanon (USEK)

Bachelor of Business Administration Major: Marketing

September 2001-February 2005



WORK EXPERIENCE

Marketing Responsible– El Mero Mero (Chijmes)-Singapore (Part Time)

January 2015 to April 2016

- Manage all digital marketing initiatives and annual budget.
- Lead all events and private events in the property with the co ordination of the chef
- Creating Ideas promotion to drive sales.
- Up to date and check all the online guides (TripAdvisor, Yelp)
- Approve local print advertising

Sales Account and Customer service– Agra Engineering Mumbai (BKC)-India

01/10/2012 - 01/07/2013

- Identify potential market (Responsible for France, Tunisia, Morocco,Middle East)
- Initiate sales process by phone calls; making initial presentation; understanding account requirements and providing customers with quotations.
- Promote/sell/secure orders from existing and prospective customers through a relationship-based approach.
- Responding to incoming email and phone enquiries; acting as a contact between a company and its existing and potential markets; negotiating the terms of an agreement and closing sales; preparing contract.
- Negotiating on price, costs, delivery especially with buyers and managers; challenging any objections with a view to getting the customer to buy.

Executive Secretary – Markazia Monroe Hotel Beirut/Lebanon

01/06/2011 → 01/05/2012

- Perform a variety of executive support tasks that are highly confidential.
- Read and screen incoming correspondence and reports; make preliminary assessment of the importance of materials and organise documents.
- Receive incoming calls and visitors, determine which are priority matters, and alerts the administrator or executive accordingly.
- Compose letters and memoranda in response to inquiries.
- Update administrator on status of issues before scheduled meetings. Prepare agenda and collect materials for meetings, speeches, and conferences.
- Make travel arrangements; prepare itineraries; compile and maintain travel vouchers and records.

Logistic and Purchasing Manager - Vanlian Lighting – Borj Hamoud/Lebanon

07/09/2006 - 05/2011

- Recommend optimal transportation modes, routing etc...
- Create policies and procedures for logistics activities.
- Maintain reports, process documentation, customer service logs, or training or safety records.
- Resolve problems concerning transportation, logistics systems, imports or exports, or customer issues.
- Negotiate transportation rates or services.
- Communicate freight transportation information to customers or suppliers, using transportation management, electronic logistics marketplace, or electronic freight information systems, to improve efficiency, speed, or quality of transportation services.
- Manage, evaluate and responsible for the budget of logistic department.
- Involved in supply chain services including customer service, warehousing and inventory control.
- Handling all orders coordinate with freight forwarders and prepare all required documents for custom clearance.

Sales and customer service department -AKAK MARINE - Beirut/Lebanon

11/04/2005 - 30/08/2006

- Indoor sales activities + after sales service.
- Container follow-up for inbound and outbound cargo.
- Managing and handling special rates request.
- Customer service / Handling and solving customer complaints.
- Container arrival notifications for inbound cargo.
- Handling export documentation



LANGUAGE AND COMPUTING

LANGUAGES:

Very good communication, reading and written skills in:

- English
- French
- Arabic

COMPUTING:

Dolphin

EDM Stock

EDM Accounting

MICROSOFT OFFICE