

# Faten Elias

(03) 323 918

eliasfaten@gmail.com

## Professional Summary:

- ☐ Customer Service Experience, handling and resolving customer demands and issues
- ☐ Handling customers complaints in a professional matter with an outcome that will benefit both the customer and the company
- ☐ Office Manager leading the company into consistent market growth
- ☐ Communication, reading, and writing skills in English, French and Arabic
- ☐ Experience using MS Word, MS Excel
- ☐ Managing operations, fleets and production experience
- ☐ Leadership skills and clear communication keeping positive energy and high morale motivating team members ensuring employee retention
- ☐ Organizational abilities navigating multiple computer systems and tasks (PIMS / LIS / EDM / Noria / SAP)

## Professional Experience:

### ***Yammine Group (The Coral Oil Company / Liquigas Liban)***

Senior Accountant at **The Coral Oil Company**

November 2017 to August 2018

Senior Accountant at **SMS-Stations Management Services**

July 2017 to October 2017

- ☐ Assisted in SAP ERP Implementation
- ☐ Conducted pre-implementation testing by inputting data into the new software and escalated errors found to the development group ensuring that unresolved problems are promptly addressed
- ☐ Contributed to the team efforts in month and year-end closing process and also in trial balances reconciliations resulting in official tax declarations using SAP
- ☐ Trained end users to ensure a strong understanding of the system resulting in an improved timeliness and accuracy of data entry processes
- ☐ Followed up with Treasury Department making sure banks and cash are reconciled
- ☐ Reviewed financial statements with group CFO

### ***Byblos Petroleum***

Office and Accounting Manager / Owner Personal Assistant

July 1999 to July 2017

- ☐ Managing the company daily operations, ensuring clear communication among the different company departments including the gas stations for smooth and qualitative customer experience outcome
- ☐ Proven success in Risk Management and loss prevention by controlling inventory and accurate meter readings for diesel oil delivery
- ☐ Time management skills to help employees, truck drivers and company deliveries and operations to be completed in a timely manner
- ☐ Pulling and analyzing daily and weekly reports to track success and areas of opportunities for the company compared to the market and competition

- Communicating verbally and in writing in a clear, accurate and concise manner with team members and other levels of management and answering customers when they have requests or questions
- Reviewing and verifying books and company logs are in compliance following all policies and procedures to meet requirements by the department of treasury and international regulations
- Handling Suppliers, Clients, Payroll, Banks reconciliation and transactions / monitoring and controlling of accounting transactions
- Follow up on payables and receivables and ensuring prompt collection and transfer of money
- Coordinating with auditors along with preparation of necessary documents and requirements
- Organizing the company's documents, making sure sensitive reports and contracts are securely filed and archived
- Personal assistance to the Owner, ensuring an efficient and effective support

#### **Education:**

- |  |             |
|--|-------------|
| □ AUL / Kaslik – <i>Accounting</i>   | 2019        |
| □ University Saint Joseph – <i>Mediation</i>                                   | 2016 - 2017 |
| □ Theological Institute / Apotres Jounieh – <i>Christian Education Teacher</i> | 2006 - 2010 |
| □ American Universal College – <i>General Accountant</i>                       | 2001        |

#### **Workshops and Other:**

- |  |             |
|--|-------------|
| □ Institut Des Finances Basil Fuleihan / BLC Bank / We Initiative –<br><i>Public Finance for SMEs: Tax and VAT</i>                                     | 2019        |
| □ American Center for Excellence – <i>Ticketing</i>  | 2018        |
| □ Health and Environment Committee Jounieh / And / Nuove Frontiere Onlus Italy –<br><i>Volontariat in Pastoral Care for health and the environment</i> | 2015 - 2016 |
| □ Smartman – <i>Personnel Management Applications</i>  | 2012        |
| □ Chamber Of Commerce, Beirut and Mount Lebanon / SME Support Center –<br><i>Accounting and Taxation</i>   | 2010        |
| □ Pitman Qualifications – <i>Word Processing Techniques</i>  | 2001        |
| □ Pitman Qualifications – <i>Spreadsheet Processing Techniques</i>   | 2001        |