

Professional Summary:

A highly proactive and objective-driven individual with more than 9 years of professional experience in the end-to-end execution and management of sales and logistics operations in the IT and Construction Sectors. Known to be a strategic and tactical professional through the alignment and coordination between partners, vendors, and suppliers, ensuring reliable business continuity to projects and customers of various sectors.

Areas of expertise include:

- Team Building & Leadership
- Project Management
- Order Processing
- Operations Excellence
- Business relationships
- Supply Chain Management

Professional Experience:

Allianz_SNA, Lebanon

Financial Insurance Consultant | May 2019-Current Incumbent

Roles & Responsibilities:

- Establish first contact and take relevant steps to acquaint newly identified Customers with Allianz insurance products.
- Manage business relationships with both current and prospective customers in the assigned territory to generate new business.
- Provide market feedback regarding customer insurance needs, customer satisfaction, pricing and competition
- Develop clear and effective written proposals for prospective customers.
- Negotiate proposals, taking into consideration customer remarks and feedback and review the offers as deemed appropriate while remaining within the limits of the company's set pricing policy.

Ragtime, Lebanon

Sales Representative | December 2017-February 2019

Roles & Responsibilities

- Selling Ragtime products (Studio music products) through online
- Uploading the company products online
- Online communication with the customer to explain about the company products
- Welcoming the customer in the company and provide demo about the product
- Building my database concerning customer

SAUDI AIRLINES CATERING: Saudi Arabia

Senior Supervisor Jeddah / Makah,Hajj & Umrah Department | January 2014-January 2015

Roles & Responsibilities:

- Providing catering services to businesses (B2B) for Hajj and Umrah pilgrims
- Safe, quality, on food based on delegation and client needs for consumption by pilgrim

MALEK W. EL - FAR

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EL-FAR Freight Forwarding: Import & Export Lebanon.

Assistant Manager | January 2006 - May 2019

Roles & Responsibilities

- Working on documents received from clients and shippers
- Communicating with Logistic agencies about shipments and getting freight cost
- Receive the D/O from customer to start document process.
- Providing feedback to clients about their shipments status (date of delivery...)
- Conducting customs transactions and pay their fees in order to complete goods transportation out of Sea and Airport.
- Confirm on goods transportation from Sea or Airport to client warehouse

BREFF STORE, Lebanon

Cashier | Part time Job

Roles & Responsibilities:

- Handle cash transactions with customers using cash registers
- Scanning goods and collect payments
- Redeem stamps and coupons
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving establishments
- Issuing receipts, refunds, change or tickets
- Daily reports of transactions
- Bag, box or wrap packages
- Pleasantly deal with customers to ensure satisfaction.

EDUCATION:

- **CIFFA Freight Forwarding Diploma** by Canadian International Freight Forwarders association Inc. CIFFA| Beirut, Lebanon August 2019
- **American university of culture and education [AUCE]** | Beirut, Lebanon

Management information system (2 year)

Languages and Interests

Fluent French, English and Arabic speaker.
Playing Music Keyboard (Orgue)

Software Proficiency

Microsoft Office Suite (Word, Excel, PowerPoint, Visio, Project, Access)
Adobe, Omega, Cubase, Nuendo.