Karim Al Fil

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OBJECTIVE

A detail-oriented and driven management information system graduate seeks entry-level position to utilize analytical skills, technical expertise, and business acumen to optimize business processes and contribute to organizational success. Dedicated to delivering innovative solutions that enhance operational efficiency and decision-making processes.

SKILLS

- **Data Visualization-**High ability to present valuable insights in the form of charts, graphs, and illustrations.
- **Excellent Communication Skills-** Strong ability to effectively convey information, ideas, and messages to others.
- **Problem Solving Skills- ability** to logically think through a situation and come up with appropriate solutions.
- **Attention to Details-** Impact my ability to give my full and undivided attention to any project that I'm working on.
- **SQL-** Knowledge of database concepts & Proficiency in writing SQL queries, understanding database schemas.

EXPERIENCE

Sales Coordinator / *AL Sultan Food Stuff* • Beirut, Lebanon   *June2023-April2024*

- Managing paperwork, documents, and correspondence related to sales activities, such as contracts, proposals, and orders.
- Assisting customers with inquiries, providing product information, and resolving issues or concerns to maintain customer satisfaction.
- Maintaining and updating customer databases, sales records, and inventory information to ensure accuracy and accessibility of sales-related data.
- Serving as a point of contact between the sales team, customers, and other departments within the organization to facilitate effective communication and collaboration.
- Assisting in the coordination of sales processes, from lead generation and qualification to order fulfillment and post-sale support.
- Generating sales reports, analyzing sales data, and providing insights to help identify trends, opportunities, and areas for improvement.

IT Support / *Saccal Holding* • Beirut, Lebanon   *August 2022-May2023*

- Assist In Troubleshooting Any Technical Issues That Arise During the Analysis Process.
- Provided Technical Support to Endusers Via Phone, Email, And In-Person
- Helped Configure and Deploy Computer Systems and Peripherals
- Documented And Tracked Support Requests Using the Help Desk Ticketing System
- Assisting With Various Administrative Tasks That Involve Data Entry, Such as Organizing Files, Updating Spreadsheets, Or Inputting Information into Company-Wide Databases.
- Assist In Collecting Relevant Data from Various Sources Within the Organization's It Infrastructure.
- Ensuring Data Accuracy and Integrity Is Crucial for Effective Analysis.
- Optimize Database Performance, Manage Data Backups, And Ensure Data Security Measures Are in Place.

Front Desk Assistant/ *Movenpick Hotel* • Beirut, Lebanon   *December 2018-June 2019*

- Entering survey responses or customer feedback into the system for review by management.
- Assist with entering guest reservations into the hotel's reservation system.
- Creating and updating guest profiles in the hotel's database, including personal information, preferences, etc.
- Inputting information related to hotel inventory, such as available rooms, room types, rates, and restrictions.

Retail Sales Person / *Rifai Roastery* • Beirut, Lebanon   *July 2016–July 2018*

- Handle transactions, inventory, and product information
- Inputting customer details into the database during transactions.
- Processing returns, exchanges, and refunds by entering relevant information into the system.
- Compiling and entering data for sales reports, inventory audits, or other operational analyses.
- Entering new stock of coffee beans, brewing equipment, merchandise, and other items into the inventory management system.
- Recording data related to coffee roasting processes, such as roast profiles, batch sizes, roast dates, and any quality control measures taken.

EDUCATION

- **Bachelor Degree in Management Information System "MIS"-** *Class of 2021*
  AUL University - *Beirut, Lebanon*

- **Bachelor Degree in Hospitality Management -** *Class of 2018* *AUL University -* *Beirut, Lebanon*

LANGUAGE SKILLS

Arabic: Native   **English:** Excellent

COMPUTER SKILLS

 Proficient with Microsoft Excel, PowerPoint, Word, Publisher, Photoshop.

TRAININGS & CERTIFICATIONS

   Business Analysis Fundamentals Certificate
   Business Analysis Fundamentals - ECBA, CCBA, CBAP endorsed - 2023

REFRENCES

- Available Upon Request