

JIHAD KARAM



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PERSONAL PROFILE

Performance-focused Business Development professional and Quality Management Executive with more than 11 years of experience in maximizing sales and implementing quality management systems. Proven record of success in achieving substantial revenue growth for the company and managing high-value projects.

AREAS OF EXPERTISE

- Business Development
- Sales & Marketing
- Strategic planning and implementation
- Project management
- Quality management
- Quality assurance
- Internal auditing

WORK EXPERIENCE

BUSINESS DEVELOPMENT MANAGER & QUALITY MANAGEMENT EXECUTIVE

Oct 2009 - Present

Société Bouery S.A.R.L, Steel works & mechanical contracting- Hosrayel, *Lebanon*.

BUSINESS DEVELOPMENT COORDINATOR

- Conducting market Research, online research, cold calls, and physical meetings to identify new leads and potential business opportunities.
- Pinpointing company's positioning in the market and highlighting ways to expand into new areas.
- Generating clients' data, solving their day-to-day queries, answering calls/emails, and other customer-related interactions.
- Negotiating, selling, and upselling.
- Conducting pricing strategies and developing quotes and proposals.
- Contacting clients to inform them about new developments in the company's products.
- Developing products through participating in the implantation of CE marking requirements and certification.
- Developing and designing of social media platforms and contents.
- Attending international and regional exhibitions.

QUALITY MANAGEMENT EXECUTIVE

- Ensuring that the organization's Quality Management System conforms to the of CE marking requirements and procedures, ISO 9001, and regulatory/legal requirements.
- Ensuring the correct application of all requirements.
- Inspecting of incoming materials, ensuring that they meet requirements.
- Managing, monitoring, measuring, and reviewing of internal processes, especially those that affect the quality of the organization's products.
- Reporting to top management on the performance of the QMS (e.g., results of quality audits, corrective actions), including areas for improvement.
- Conducting periodic management review meetings.
- Conducting internal audits for system evaluation and system development.
- Keep up on standards, regulations/laws, issues, and news with respect to product (service) quality.

From 2009 till 2012

ACCOUNTING & PAYROLL

- Managing the accounting/payroll including: the preparation of journal entries, general ledgers posting, P&L statements, Balance sheets, cash-flows, etc.
- Handling banking transactions and computing accurate bank reconciliations statements.
- handling tax related functions i.e. calculating taxes, preparing tax returns, reporting and other tax requirements.

ACCOUNTING & AUDITING - TRAINING

Aug 2009 - Jun 2011

Khaled Tueni Expertise Comptable; Beirut, Lebanon.

- Managing all activities relating to accounting department
- Providing weekly/daily status reports related to special projects and liaised with the Senior Accountant to ensure efficiency of operations and accuracy of data being recorded.
- Receiving training on PIMS 2 software.

EDUCATION

Master's Degree in Business Administration — Marketing Concentration	2016 – 2018
<i>American University of Technology (AUT); Byblos, Lebanon.</i>	
BA, Business Administration (Systems)	2006 – 2009
<i>The Open University – UK Arab Open University, Beirut, Lebanon</i>	

CERTIFICATIONS

The Essentials of the Lebanese Taxation System – Ministry of Finance Lebanon	Dec 2020
Health and safety management- TUV HELLAS NORD GROUP	Apr 2019
IOS 9001:2015 – Internal Auditor for QMS For Stainless Steel Double Skin Chimneys	Jan 2018
Introduction To Entrepreneurship Certificate, Babson College	Aug 2017
Member of Lebanese Association For Democratic Election (LADE)	Jan 2008

COMPUTER SKILLS

MS Office	PIMS 2
ZOHO CRM	AutoCAD
Photoshop	Web and Social Skills

LANGUAGES

Fluent in English and Arabic
Professional knowledge in French

PERSONAL DETAILS

Date of Birth:	14.10.1986
Nationality:	Lebanese
Marital Status:	Single.