

Patrick KHALIL

Address:

Haret Sakher, Keserwan.

Beirut, Lebanon

Email Address: patrickkhalil@hotmail.com

Mobile Phone Number: +961-3-844687

Career Objective

I am looking for a multinational company to work within its affiliates.

Personal Information

Birth Date:	15 January 1979
Gender:	Male
Nationality:	Lebanese
Visa Status:	Citizen
Residence Location:	Beirut, Lebanon
Marital Status:	Married
Number of Dependants:	2

Professional Experience

October 2019 – present	Export Sales Manager IPM – INDEVCO Paper Making, a division of INDEVCO Group. Halat Industrial Complex, Jounieh, P.O. Box 22, Lebanon. Company Industry: Virgin and Recycled Jumbo Tissue Rolls. Job Role/Department • Propose to the Area General Manager the export sales strategy in order to book up the mill on each market. • Report to the Area General Manager for all activities in order to keep abreast the sales versus forecast and new leads and prospect customers.
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- Develop and maintain customer base, to secure multiple options for best sales.
- Liaise with logistics Dept. for freight and timing to commit to customer the delivery time and C&F prices for order execution.
- Follow up on customers' complaint with the customer services department and quality control to ensure customer satisfaction.
- Monitor the quality and status of competitors (strengths and weaknesses) in order to stay abreast with latest markets situation and trends.
- Issue when required, the Product Development Inquiry form to allow IPM penetrates new markets.
- Evaluate the sales performance of each customer independently in order to set and meet the company net-to-mill targets.
- Monitor on timely basis new sales opportunities, reorders of current customers, and relations with identified 'premium' clients in order to develop and nurture long-term customer relationships.
- Ensure the implementation of the Inco terms on customers in order to ensure the proper and smooth sales operation.
- Review and monitor on timely basis receivables report in order to ensure proper collections activities of customers.
- Set and carry out export sales strategy to align IPM divisions BUs on functions, competitive analysis, short and long-range goals, in order to attract new and retain existing customers.
- Generate monthly Progress Reports to management on all sales activities performed within the month.
- Set costing and pricing in alignment with the net-to-mill per market.

KPIs

- Number of Metric Tons sold.
- Achievement of net to mill target / contribution/ Metric Ton.
- Ensure proper credit coverage and collection to each customer.

**August 2018 –
September 2019:**

Sales Director

EDM SAL – Engineering, Design & Manufacturing.
Unesco, Saeb Salam Av., Saidi Bldg. 1st & 2nd Floors, Beirut,
Lebanon

Company Industry: Information Technology Products & Services

Job Role/Department

- Establish sales objectives by forecasting and developing an appropriate Business Plan.

- Providing directives and monitoring performance and spearheading of the sales and presales team.
- Setup, implement and identify possible areas of improvement in the operations, support and after sales services.
- Directing, managing, supervising and controlling the development and implementation of a diverse range of IT solutions.
- Review all major deliverables (i.e. strategic brief, function spec, tech spec, etc.) to ensure quality standards and client expectations are met.
- Preparing and delivering product awareness sessions/updates.
- Promoting Security Professional Services (Penetration tests, Vulnerability Assessments, Network and Security assessments).
- Providing timely feedback to the managing director regarding sales performance based on predefined KPIs.
- Providing timely, accurate, competitive pricing on all IT solutions, while striving to maintain maximum profit margin.
- Participates in industry events, trade shows.
- Partner with the Managing director on developing and implementing new sales strategies.
- Work closely with the marketing, accounting, technical and logistics departments.
- Check up on sales volume and targets with the sales team on monthly basis as defined in the business plan.
- Conduct sales meeting on weekly basis.
- Protect teamwork and preserve cooperation spirit between sales crew.
- Support the sales team ethically and technically to help them close deals.
- Lead and follow up with the sales team to ensure proper sales activities are carried out on a daily basis.
- Recruit and train new sales account managers when needed.
- Develop new partnerships and alliances with local and international companies.
- Monitor, maintain, and ensure that all sales-related data is entered and captured in the Microsoft CRM system.

Specialties:

- Sales Presentations/Closing * New Business Development * Direct Sales & Reseller Partnerships * Consultative & Solution Sales * Product Management * Networking & Relationship Building * Contract Negotiations.
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**October 2014 –
May 2018:**

General Manager & Sales Director

Watercenter SAL

Sioufi Watermaster Bldg. P.O.Box 116-5329 Beirut, Lebanon

Company Industry: Wellness and Outdoor Turnkey Solutions

Job Role/Department

- Researching and evaluating existent business structure by applying various business analysis tools, formulating end-to end sales solutions, streamlining operations, while contributing to long term growth objectives of the corporate entity.
- Formulating, developing and implementing yearly business strategies to ensure attainment of revenue goals and profitable sell-through.
- Driving business and ensuring sustained growth, focusing on achieving/ surpassing sales targets. Expanding business reach and proactively creating new sales leads/ opportunities.
- Constantly interacting with prospects and maintaining cordial business relationship with key clients.
- Meet company sales target objectives by recruiting the needed sales team and establishing their sales objectives by forecasting and developing annual sales quotas.
- Develop budgets and ensure department adheres to it.
- Manage and direct overall operations.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Maintain sales staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Design solutions that meet customer requirement and budget based on Watercenter Products line-up.
- Participate in developing policies and procedures.
- Clearly communicate goals to the Management.
- Measure the success of the sales department via KPIs.
- Delegate responsibility.
- Generate and present sales reports on a weekly, monthly and quarterly basis.
- Participate in lead generation and business development.
- Ensure inventory is stocked and consistently replenished.

Specialties:

- Cost Control * Process Optimization * Strategic Planning * Inventory Management * Staff Development * Quality Assurance * Goal Attainment * Policy improvements * Team Leadership *Performance Reviews * Vendor Coordination.
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**October 2012 –
September 2014:**

Sales Director

NETWAYS SARL - Microsoft Gold Managed Partner
Al Mathaf Center, Hotel Dieu Street, Beirut Lebanon

Company Industry: IT Business Solutions Provider

Job Role/Department:

- Sales / Sales Management Executive Track Record of Success in the Design and Delivery of Cutting-Edge Computer & Internet Technologies.
- Manage the sales organization and drive the direct sale of its products and Professional Services.
- Meet company sales target objectives by recruiting the needed sales team and establishing their sales objectives by forecasting and developing annual sales quotas.
- Maintain sales staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Collaborate with different organizations in the company including presales, PMO and delivery teams to project expected sales funnel and achieve the right profit margins for delivered solutions.
- Identify, pursue and close big projects (including software, hardware and professional services).
- Present technical concepts and business solutions clearly through demonstrations and proposals and possess a strong business development along with technical presentation skills.
- Design solutions that meet customer requirement and budget based on Microsoft Products line-up such as Content Management Systems, Archiving Solution, Workflow, SharePoint Portal and finally CRM and ERP solutions.
- Outstanding success in building and maintaining relationships with key corporate decision-makers, establish large-volume, high profit account with excellent level of retention and loyalty.
- Keeping customers satisfactions and delighted and earn more direct business from them.
- Miller Heiman sales methodology.

Specialties:

- Key Account Management * Sales Presentations/Closing * New Business Development * Direct Sales & Reseller Partnerships * Consultative & Solution Sales * Product Management * Networking & Relationship Building * Contract Negotiations.
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**June 2010 –
September 2012:**

Regional Director of Sales - Levant Region

TERALIGHT SAL

Central Beirut District, Lebanon

Company Industry: Telecommunication

Job Role/Department:

- Proven leadership ability to influence, develop, and empower employees to achieve objectives with a team approach.
- Keeping up to date with market trends and new developments utilizing information for business improvement.
- Proactively developing and improving products and services.
- Preparing seminars and trainings for the sales department to be up to date.
- Inspiring others to share their vision and support them to reach a common goal.
- Coordinating and planning of budgets, people and time management.
- Showing loyalty to the team by standing by decisions that benefit the organization.

Specialties:

- Cost Control * Process Optimization * Strategic Planning* Staff Development * Quality Assurance * Goal Attainment * Policy improvements * Team Leadership *Performance Reviews * Vendor Coordination.

**March 2008 - June
2010:**

Technical & Commercial Manager

SECURATEL SAL

High way center, Zalka, Lebanon

Company Industry: Telecommunication

Job Role/Department:

- Providing solutions for customers concerning Panasonic's PABX, CCTV, Hand Punch machine and everything related to security as fire alarm, burglar alarm, access control etc.
 - Choosing the best product needed for the implementation and the installation of any required solution.
 - Managing, organizing seminars and demonstrations for technicians, sales representatives and customers for better introduction and familiarity with the company's products.
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May 2005 - March 2008:

Applications Engineer

SACOTEL SAL

Sioufi, Achrafieh, Lebanon

Company Industry: Telecommunication

Job Role/Department:

- Managing and training the technicians for product installation (IP PABX and CCTV) and ongoing support for miscellaneous troubleshooting.
 - Managing and organizing seminars for clients and sales representatives for better introduction and familiarity with the company products. This also resulted in more professionalism and increasing the clients' contacts and more business opportunities.
 - Preparation and submitting of tenders for various Telecom projects up to the final negotiation stage with the clients. Getting new clients for the company incurred a substantial growth.
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July 2004 – May 2005:

Technical Support Engineer

LIBATEL SAL

Dbah center, Sin el Fil, Lebanon

Company Industry: Telecommunication

Job Role/Department:

- Installing and programming an IP (PBX) and ongoing support for miscellaneous troubleshooting.

Managing and organizing demonstrations for clients to be able to present the product.

Jan 2003 - Jan 2004:

Lieutenant

Lebanese army, Military Service.

LOGISTIC BRIGADE.

Jounieh, Lebanon

- Installation of the main PBX including cabling, programming and general maintenance in the Logistic Brigade.
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Trainings & Seminars

August 2019:

Grandstream Certified Expert UC Solution.

July 2019:

Grandstream Certified Professional UC Solution.

June 2019:

Grandstream Certified Specialist UC Solution.

October 2011:	Azeti Seminar in Dubai. NMS Technical and Commercial Seminar 2011.
December 2010:	FTTH (Fiber to the home) Middle East Conference, Beirut, Lebanon.
November 2010:	LEADERS IN ICT, Beirut, Lebanon.
June 2009:	HP Certified Professional Program Accredited Sales Professional (HP Commercial SMB Solutions).
May 2009:	Panasonic Seminar in Beirut, Lebanon PBX Technical Seminar 2009.
October 2008:	NEC Seminar in Beirut, Lebanon PBX Technical Seminar 2008.
July 2007:	Panasonic Seminar in Fukuoka, Japan PBX Technical Seminar 2007.
February 2007:	Panasonic Seminar in Kuala Lumpur, Malaysia PBX Solution Meeting 2007.
February 2006:	Panasonic Seminar in Bangkok, Thailand PBX Solution Meeting 2006.
June 2002 - August 2002:	ERICSSON SAL – Sin el fil –Lebanon Training on GPRS project.

Education

July 2005:	MONTESQUIEU UNIVERSITY, BORDEAUX IV, FRANCE. Master in Business Administration (MBA finance).
July 2003:	SAINT JOSEPH UNIVERSITY (ESIB), MKALLES, Lebanon. Electrical & Mechanical Engineer, Telecommunication and Network.
July 2002:	GEORGETOWN UNIVERSITY, USA. Certificate of English language proficiency-High Intermediate level acquired.
July 1998:	COLLEGE DE LA SAGESSE, BAABDA, Lebanon. French Scientific Baccalaureate (Mathematics). Lebanese Scientific Baccalaureate (Mathematics).

Career Level

Career Level: Technical and Sales
Notice Period to Work: 1 month.

Target Job

Target Job Location: Beirut, Lebanon
Target Industry: Telecommunication
Employment Type: Employee
Employment Status: Full time

Skills

- Good time management, public speaking and networking skills.
 - Good Leadership, teamwork, supervisory and organizational skills.
 - Network architecture and conception, Cisco (CCNA).
 - Member in the Lebanese Order of Engineers.
 - UNIX (LINUX), Windows 9x /2000/vista/ 7, C/C ++, Java, HTML, Matlab, Maple, AutoCAD.
 - Computer literate (MS Office, Microsoft Word, Microsoft Excel, Microsoft Power Point, Paint Shop Pro).
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Languages

Language	Skill Level
Arabic	Expert
French	Expert
English	Expert
