

RALPH JABBOUR

Business Development Management Consultant

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Summary

Being an active team member, managing my time efficiently and meeting deadlines. Highly motivated with good analytical, decision-making, and communication skills, with a strong background in customer satisfaction, counselling, consulting, selling and sufficient knowledge in business. I believe that my eager attitude along with my devotion to building my knowledge base and experience will pave the way to an anticipated trajectory to success with my career.

Experience

Business Development Management Consultant

Jun 2019 to Nov 2020

Body Coach – Beirut, Lebanon

Body Coach is a high-end boutique gym and physical therapy clinic providing numerous services to enhance people's well-being under tailor made programs helping them achieve their goals.

- Inspire team spirit, with passion for excellence and be a role model of our mission of winning customers.
- Conduct in-depth complex analysis to find new market opportunities such as Cyprus and Dubai.
- Design and develop tactics and strategies to meet financial objectives established.
- Design and develop strategic business development strategies to increase revenues in cost-effective manner.
- Design, develop and implement SOPs, protocols, QA, and QC to ensure smooth operations.
- Manage and lead staff, hire employees, train, and evaluate staff performance.
- Build relationships with local businesses, community organizations, residents, special event groups, chamber organizations, civic organizations to promote sales.
- Increased customer retention by 25% through developing client relations policy and CRM.
- Review and monitor the company's strategies in regards of sales, advertising, marketing, operations etc.
- Scrutinize and recognize market trends and ensure the team reacts quickly and successfully.

Business Development Manager

Mar 2016 to Dec 2018

Advanced Hair Studio – Dubai, UAE

AHS is the world largest company in hair retention and restoration with 2.8\$ billion capital and a global presence holding more than 75 studios.

- Joined AHS in the startup phase as Client Relations Manager and took responsibility of BDM after 6 months.
- Part of the consultants' team responsible of the sales.
- Increased customer satisfaction rate from 83% to 97%.
- Reviewed constantly customers feedback and suggested ways to improve the processes and customer service levels.
- Developed and implement new marketing and sales plans and defined the strategy for the next 3 years.
- Assisted in day to day studio operations and train new joiners on CR role and consultant's role.

Assistant Manager Business Development

Apr 2014 to Feb 2016

Al Shola Transport & Contracting – Dubai, UAE

Al Shola provides heavy machinery & power plants for rent to contractors and event management companies and land transportation of goods over the GCC.

- Increased customer satisfaction by 45%, by increasing customer service levels.
- Planned, supervised, and coordinated daily activity of 3 sales coordinators in different departments.
- Lead the collection of old debts from existing clients worth 5 million AED.
- Directed the creation and implementation of new marketing strategy by shifting it from word of mouth strategy and focus on existing clients into a new modern digital strategy and focusing on bigger market exposure.

Emirates – Dubai, UAE

Emirates is the largest airline in the middle east with over 60,000 employees. Performing my duties within the premises of Dubai Airports T3.

- Managed critical passengers' cases travelling through Dubai Airports covering 70 million passengers per annum.
- Improved the communication between different departments from NCC to HQ, Departures, Arrivals and Terminal.
- Assisted reporters from around the globe and was part the team working with NG documentary on Dubai Airports.
- Communicated with embassies, hotels, hospitals, and authorities in Dubai to facilitate passengers experience.
- Lead the team overseeing the VIP and IO's travelling on Emirates via Dubai Airports.

Sales Executive

Jun 2006 to Jun 2008

Oriental Paper Product – Beirut, Lebanon

Oriental Paper Products is a business in trading paper and stationery, expanded into comprehensive line of academic and office supplies.

- Organized sales visits for existing and new clients to promote new products and increased portfolio by 25%.
- Organized field visits to identify prospects and evaluating their position in the industry, researching, and analyzing sales options.
- Conducted market research to identify new trends and our position among our competitors.
- Worked on maintaining relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Created a review strategy to focus on product improvements or new products by remaining current on industry trends, market activities, and competitors.

Languages

English French Arabic

Personal Project

www.yourmindadvisor.com (11/2016 - Present)

Your Mind Advisor is a consulting company in the startup phase, offering numerous services from business coaching to life coaching, business consulting and more, to fit a wide range of individuals. No matter where you are in your journey, if you are looking to reach the next level, Your Mind Advisor can help you succeed.

Voluntary work

Team Leader**IMAC (International Apostolate Movement for Children)**

- Supported and promoted the actions of empowering children without distinction of color, race and religion.
- Organized events to exchange information between children by promoting dialogues between them.
- Supervised team of 50 child where 60% of them are below 12 years old.

Skills

Public Relations - Teamwork - Negotiation - Business Development - CRM - Team Leadership - Marketing Strategy - Time Management - Leadership - Operations Management - Market Research - Coaching - Consulting - Sales Management - Entrepreneurship - Sales Planning - Sales Operations - Customer Satisfaction - Analysis - Team Management - B2B2C - Management - Emotional Intelligence - Decision Making - Prospecting Skills - Independent - Logistics - Complaint Resolution

Education

Bachelor of Business Administration and Management

2007

Saint Joseph University – Beirut, Lebanon

Certifications

Conflict Management and Negotiation | Entrepreneurship - Creating the Business | Leadership Skills in Business

Customer Service | Quality Customer Service | Strategic Planning Foundations | Developing Your Emotional Intelligence