**Jeanette Hawa Tchaparian**

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Date Of Birth : 25/08/1993

Al Mountazah Street – Baouchriye

Professional Summary

Dedicated operation manager with 6 years of experience in a busy environment and heavy workloads. Recognized for the ability to operate and communicate effectively within a large and diverse organization with an optimistic attitude. Seeking for a challenging position that will enable me to consolidate my professional experience, utilize and expand my academic knowledge in accounting, and provide opportunities to personal and professional growth.

Skills

* Problem-solving
* Excellent communication abilities
* Time management
* Inventory management
* Customer Service
* Multi-tasking and negotiation

Experience

**Operation Manager**

J&P Steel work – Beirut, Lebanon | November 2014 – June 2019

* Prepare detailed reports on inventory operations, stock levels and adjustments
* Order new supplies in a way to avoid inefficiencies or excessive surplus.
* Coordinate department activities for production, sales and distribution.
* Determine prices and credit terms for goods and services.
* Manage movement of products in and out of facility.
* Perform customer service by assisting customers on the floor.
* Review sales and financial reports and other performance data.
* Select, train and evaluate employees or applicants.
* Accept and process customer payments in cash and checks and checking for validity.
* Acknowledge customer issues and resolve their problems quickly and efficiently.
* Contact existing and new customers to discover their needs and to explain how certain products could be useful to them.
* Follow up with customers ensuring their satisfaction with their purchases.
* Handle the account receivables by issuing sales invoices and receipts.

Education

**Bachelor’s degree in Auditing**

Lebanese University – Faculty Of Economical Sciences And Business Administration | Achrafiyeh | September 2013.

Languages

* Arabic – Mother language
* English – Very good
* French – Very good