

Abir Khazaal

Contact Details

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BUSBY, NSW 2168

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Career Objective

Seeking a challenging position where I can consolidate my experience and skills to achieve personal satisfaction and contribute to the success of the business.

Skills

Customer focused
High Attention to detail
Ability to handle conflict and solve problems quickly
Thrive in people orientated environment

Oct 2012 - Feb 2014

Metcash Food & Grocery
Customer Service Representative

Aug 2012

Improve students academic performance

Key Achievements

- ! Built strong relationships with students
- ! Received recognition from parents for noticeable improvement in students tests
- ! Acknowledgement for efficiency from parents and students

Key Responsibilities - National Category Co-ordinator Cold Beverages

Supplier Engagement
Managing Promotional changes internally
Negotiating upgrades and deals with suppliers
Managing deletions of skus (stock keeping units) with suppliers and state teams
Liaise with suppliers and state teams re launch of new lines
Process Pack/ Price Changes
Checking weekly catalogues
Nominating Front and Back page lines
Report stock issues to the business
Run Daily, weekly and monthly reports
Work with States on local promotional activities
Attend Supplier review meetings
Work with Fast Moving Media on delivering Artworks
Leadership amongst Category Coordinators in team meetings
Log and raise supplier Income Claims
Manage state and Supplier disputes

Key Achievements

- ! Received recognition for creating the "National Critical Field Report" which is being used throughout the Merchandise department
- ! Received recognition for excellent leadership and management skills
- ! Recognition and Acknowledgement for efficiency from Royal suppliers such as "Schweppes"
- ! Contributed to the roll out of GS1 system by providing enhancements and improvements to the system
- ! Managed DAWA reports

Key Achievements

- ! Won the 2015 CEO Appreciation Award for exceptional effort and contribution with the Disaster Recover plan in the Huntingwood Warehouse
- ! Managed the Customer Service temporary team in Silverwater during the Disaster Recovery Plan
- ! Contributed to the creation and successful roll out of the Customer Relationship Management (CRM)
- ! Received recognition for excellent leadership and management skills.
- ! Secondment with Merchandise department (Buyer's Assistant role)
- ! Secondment with Marketing department (Marketing Assistant)

Key Responsibilities - Customer Service Team Member

Key Responsibilities -Fresh Warehouse Sales

- Keying orders
- Invoicing
- Raising purchase orders (from suppliers)
- Telesales (outbound calling customers to place orders)
- Negotiating deals with customers
- Checking pricing of specials
- Processing Franklins claims
- Investigating receiving issues from suppliers
- Correcting order errors

Key Responsibilities - Perishable Warehouse Administration

- Managing OS runs
- Writing run sheets
- Invoicing
- Completing warehouse slots checks
- Managing ullage

Higher School Certificate - 2005-2008: Fadel el Moukaddem High School, Lebanon, Tripoli

School certificate - 2005: Namouzaj School, Lebanon, Tripoli

System Proficiency

PE
Aztec - IRI Worldwide
GS1
DAWA
Control D
IBS/BPR and Planner View
Mainframe
Dallas
Spotfire
CRM
Tutorbird
Microsoft Office Word, Power Point, Excel & Outlook

Referees

Provided upon request