

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
- Excellent relationships with Customers
- Team player and continuous learner
- Highly organised, committed and innovative
- Enjoys new challenges

Career Summary

July 2019 - Current	Step Ahead Tutoring Centre Managing Director
July 2019 - Current	Step Ahead Childcare Centre Manager
Mar 2018 - Dec 2019	Private Tutor Arabic and English
Mar 2016 - Jan 2017	Metcash Food & Grocery National Category Co-ordinator - Cold Beverages
April 2015 - Mar 2016	Metcash Food & Grocery National Category Co-ordinator - Confectionery & Seasonal
Feb 2014 - Mar 2015	Metcash Food & Grocery Customer Service Team Leader

Oct 2012 - Feb 2014	Metcash Food & Grocery Customer Service Representative
Aug 2012 - Oct 2012	Metcash Food & Grocery Fresh Warehouse Sales (Casual)
Mar 2012 - Aug 2012	Metcash Food & Grocery Perishable Warehouse Administration (Casual)
Sep 2007 - June 2011	Private Tutor Maths and Sciences (Physics, Chemistry & Biology)

Key Responsibilities - Director

- Ensure centre facilities are safe & comply with laws and regulations
- Liaise with parents and teachers on students performance
- Manage and Coordinate Curricula with teachers
- Initiatives for a safe, happy and stimulating environment for students
- Manage and support teachers & promote their professional development
- Interview, hire & train teachers
- Oversee Budget and accounts
- Develop & facilitate marketing and communications plan
- Organise classes and One-on-One sessions
- Teacher/parent Engagement

Key Achievements

- ✓ Received recognition from owner for establishing a well structured centre
- ✓ Built positive relationships with all stakeholders
- ✓ Acknowledgement for Communication, efficiency and organisation
- ✓ Recognition for implementing processes

Key Responsibilities - Private Tutor

- Monitoring students progress
- Identify areas needing improvement
- Help with homework and prepare students for tests
- Develop study skills and organization techniques

- 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 Responsibilities - National Category Co-ordinator Seasonal & Confectionery

- 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
- Managing Seasonal Orders across states
- Run Daily, monthly and weekly reports
- Work with States on local promotional activities
- Attend Supplier review meetings
- Arrange Weekly Sampling events
- Work with Fast Moving Media on delivering Artworks and Seasonal ordering books
- Leadership amongst Category Coordinators in team meetings
- Log and raise supplier Claims
- Manage state and Supplier disputes

Key Achievements

- ✓ Created the Suppliers ultimate guide for Seasonal events
- ✓ Implemented the Contact Magazine Supplier Package
- ✓ Received recognition for excellent Seasonal Book created in a short time
- ✓ Received recognition for excellent leadership and management skills
- ✓ Built great relationships with suppliers such as “Mars”
- ✓ Recognised for contributing to the “Working Smarter” program

Key Responsibilities - Customer Service Team Leader

- Escalation point for Customer related issues
- Managing negotiations with stakeholders
- Excellent knowledge and application of policies and procedures
- Managing the on boarding of new stores
- Managing the customer service mailbox
- Attending the Operations meeting
- Run Daily, Weekly and Monthly 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

- Processing and Investigating Claims
- Managing Orders
- Subject Matter Expert (SME) for IBS BPR Fresh Claims system
- Providing Customer Service through identifying needs and appropriate solutions
- Conflict resolution
- Excellent knowledge and application of policies and procedures
- Ability to actively listen and build rapport with customers
- Data entry accuracy
- Negotiations - Double Orders and Late Orders
- Courtesy reminder of catalogue deadlines
- Managing the on boarding of new stores

Key Achievements

- ✓ Won the 2013 CEO Appreciation Award for exceptional effort and commitment to the Company
- ✓ Contributed to the creation and successful roll out of the BPR Fresh Claims system
- ✓ Received customer compliments for excellent service
- ✓ Cross skilled in Grocery, Perishable and Fresh claims & orders
- ✓ Utilized as the Super User for implementation of Customer Relationship Management (CRM) system

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
- Data entry
- Notifying customers of any late deliveries/issues

Key Responsibilities - Private Tutor

- Monitoring students progress
- Identify areas needing improvement
- Help with homework and prepare students for tests
- Develop study skills and organization techniques
- Improve students academic performance

Educational Background

- Graduate Diploma of Research - 2020 - 2021 : University of New South Wales, Australia, Sydney
- Bachelor of Biochemistry - 2008 - 2011: Lebanese University, Lebanon, Tripoli

- 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