

# 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 -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