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Dianne Mary Ferris

Date of Birth: April 1st, 1970 Sydney Australia

Nationalities: Australian-Lebanese

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Batroun – Lebanon

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EDUCATION:

SECONDARY: 1990 Bankstown Technical College

 Completed Higher School Certificate- Sydney Australia

TERTIARY: 1993 Associate Diploma in Business Computing

 University of New South Wales - Sydney Australia

 2007 American Institute Centre – Bliss St.- Beirut Lebanon

 Graphic Design Certificate

 (Photoshop-Illustrator)

LANGUAGES: Fluent in Arabic and English

(Written & Spoken)

WORK EXPERIENCE

March 2012-Present: HARDWARE HOUSE – Chekka Lebanon

 (Hardware Store Equipment and Tools)

 Shop Manager

Principle responsibilities:

* Customer Service
* Invoicing
* Accounts Payable
* Accounts receivable
* Weekly sales report
* Monthly sales repot
* Ordering and Purchasing

 M.O.Gandour & Sons S.A.L. Beirut – Lebanon

July 2003 – March 2012 : Production Manager Packaging

Principle Responsibilities:

To coordinate all the development process and ensure on time completion of the different stages of packing:

Coordination with the following:

* Marketing Director and Brand Managers on the initiation and follow up of packaging jobs at Gandour branches (Lebanon, Egypt, KSA and India)
* Travelling for packaging consultation (India – Hyderabbad)
* QA Dept. for all relevant information to be printed on the packaging and to get the right paneling
* Overseas importers for all translations and information needed to be implemented on Packaging material (ingredients, declarations…..)
* Importers for regulation laws in their countries regarding implementation of declarations and mandatory information required on products
* Advertising Agencies for the paneling and the information on the packaging
* Local Sales, International Sales, Production, QA and Material Departments on the status of the development
* Suppliers of Material to ensure the proper printing of our packaging (Local and Overseas) that requires being present at the first time a new design is printed
* Gathering and organizing of databank of all packaging and labeling requirements for all current developing market for future reference
* Maintenance of a filing system where all the updated/latest packaging artwork, cromalin, proofing and final printout is kept and organized

JULY 2002 – JULY 2003 Marketing Assistant & Packaging Development (GANDOUR)

To assist the Marketing Director with his administrative functions including but not limited to the following:

* Coordination with different departments for new products development
* Effective handling of all communication to other departments, suppliers, clients and customers and vice versa
* Coordination between the Marketing Analysts, the Brand Managers and the Accounting Department in the process of payments
* Coordination with Personnel and Administration, Materials Department for supplies and materials

JULY 1999 – JULY 2002 Executive Assistant – Marketing Department (GANDOUR)

Duties:

* Dealing with marketing issues relating to sponsorship, advertising, etc…
* Apply to routine correspondence
* Filing and general administrative work
* Liaising with other departments in relation to Marketing services

FEB 1998 – MARCH 1999 Canterbury Timber & Building Supplies Pty Ltd

 Sydney – Australia

 Executive Assistant

Duties:

* Updating overdue lists every week & sending letters to overdue accounts
* Pay 7 and 14 day accounts
* Producing weekly sales reports
* End of month reports, inventory, stock turn, sales comparisons
* Processing 30 day account applications and trade card applications
* Responding to credit reference enquiries
* Updating debtors changes as necessary
* Organizing advertising, printing, brochures, newsletters and distribution of same
* Assuming bookkeepers position and duties in his/her absence
* Processing and monitoring insurance claims

July 1995-Dec 1997 A.U.B Motors

 Sydney – Australia

 Finance Controller - Payroll

Duties:

* Accounts payable
* Imports
* Bookkeeping
* Car Finance
* Payroll

Jan 1992-Jan 1995 T.P.S. (Tobys Parcel Service)

 Sydney – Australia

 Senior Data Entry Operator

Duties:

* Maintaining the database with customer information pricing schedules and accounts receivable
* Entering in all consignment notes for invoicing and manifesting customer services
* Filing and attending on telephone calls
* Checking all invoices from on forwarders for payments approval

Hobbies:

* Travelling
* Music
* Movies
* Weight Training

WORK REFERENCES:

* M.O.GANDOUR & SONS, LEBANON
* RAMI KOBTAN
* MARKETING DIRECTOR
* Mobile: 03148136
* WORK: 05433500
* HARDWARE HOUSE, LEBANON
* DAVID PHILLIP FERRIS
* GENERAL MANAGER
* Mobile: 03049370
* Work: 06541954