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**Dianne Mary Ferris**

**Date of Birth: April 1st, 1970 Sydney Australia**

**Nationalities: Australian-Lebanese**

**Tel: 03 691626**

**Lebanon**

**Email:** **diaferris@hotmail.com**

**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