

# HIBA HUSSEIN

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## OBJECTIVE

During my career, I have been able to win the respect of superiors and have gained extensive experience across a variety of functions. I believe that I am able to manage my time efficiently and to perform well under pressure. Therefore, I am looking for a fulfilling position, professionally and personally fit with my knowledge and experience.

## EDUCATION

### **Bachelor's degree in Biochemistry**

Lebanese University, Faculty of Science, 2009

## WORK EXPERIENCE

### **Boutiques Manager** (Promoted recently)

**Mar 2016 - Present**

Derma Center and Roger & Gallet

L'Oreal – Darwish Holding FMCG (Doha, Qatar)

**Brands handled:** Vichy / La Roche-Posay / SkinCeuticals and Roger & Gallet

- Manage the day-to-day operations by scheduling, mentoring and assigning employees and monitoring work results;
- Maintain store staff by selecting, recruiting and training of employees;
- Identify current and future customer requirements to enhance customer's in-store experience and ensure high levels of satisfaction;
- Manage and listen to customer's/staff queries and complaints by recommending appropriate solutions based on acquired know-how in the business and about each brand;
- Maintain outstanding store condition and grooming standards of the staff;
- Maintain the stability and reputation of the store by complying with legal requirements;
- Coordinate with the Back office, suppliers, logistics, marketing and merchandising team;
- Oversee stock control, ordering and receiving orders;
- Submit the necessary reports to senior management on weekly basis.

**Senior Medical Executive - Vichy & SkinCeuticals**  
L'Oreal - Darwish Holding FMCG (Doha, Qatar)

**Feb 2012 - Feb 2016**

- Manage a portfolio of key Doctors and pharmacies accounts;
- Develop monthly marketing plans including business forecast to target new business dealers or pharmacies and to secure new orders from exiting clients;
- Arrange appointments with key doctors, pharmacists and dermatologists to demonstrate presentations and promote new products;
- Organize quarterly gatherings for doctors and other medical staff;
- Enhance the skills and knowledge of the sales team through intensive training sessions to improve productivity and monthly achievements;
- Supervise a team of beauty consultants by coaching, training and directing them to represent the brand in the most appropriate manner and to increase sales figures;
- Keep management informed by submitting weekly and monthly sales reports, and handle new requisitions and orders;
- Attend regional cycle meetings and workshops and keep up to date with latest techniques and new developments in the field and competitors' products;
- Reach and sometimes exceed monthly sales targets.

**Medical Representative - Vichy**  
L'Oreal - Darwish Holding FMCG (Doha, Qatar)

**Jan 2011 - Jan 2012**

- Establish and maintain good relationships with pharmacies and clinics to provide information about products and take orders;
- Organize training sessions for Doctors and pharmacists about new launches and developments on the brand;
- Manage the daily and weekly sales reports and keep track of sales progress;
- Ensure the availability of all the brands' SKUs in the pharmacies;
- Meet monthly targets with 100% accomplishment.

**Medical Representative - Avene & Ducray**  
Pierre - Fabre Dermo – Cosmetic  
Al Dana Medical Company (Doha, Qatar)

**Dec 2010 - Dec 2011**

- Establish relationships with new and existing pharmacies to provide information about products and promote new products of medicine;
- Make regular calls and presentations to persuade clients to use company's products;
- Report customer complaints and requirements to management for further action;
- Submit sales reports on daily and weekly basis.

## **Field Recruiter & Planning Supervisor**

IPSOS (Beirut, Lebanon)

**Aug 2009 - Jul 2010**

- Continuously recruit part timers on field and office related, by selectively recruiting interviewers, supervisors, editors, coders and telephone controller;
- Create and maintain an interviewer database, ensure the availability, readiness, continuity and commitment of interviewers;
- Develop a solid ground for field activities, visiting universities, social institutions, designing and releasing press ads, flyers, etc;
- Prepare monthly budget of the field department.

## **CERTIFICATES & TRAINING**

- Costumer-Centric Interactions - CCI, L'Oreal Middle East (Dubai, Sep 2014)
- Negotiation Skills, Darwish Holding (Doha, June 2015)
- Cycle meetings for marketing campaigns and sub commissions, L'Oreal Middle East/Dubai (since 2012)
- Selling skills certificate, Creativo business consultancy (Doha, April 2011)

## **QUALIFICATIONS**

- Excellent communication, computer and managerial skills
- Highly organized and a fast learner
- Adapt well to changes and pressures in fast-paced environment
- Ambitious and hard worker
- Tracking budget expenses

## **LANGUAGES**

Fluent in French, English and Arabic

## **HOBBIES**

Traveling, Fashion consultancy and movies