



# NAME

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## Objective

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After several years of professional experience, my aim is to put my knowledge in the field of supply chain, customer service and sales administration field in service of a well known professional organization that will add value to my career and lift me up on the top of the ladder where my ambition would be met, my abilities valorized and my career path well drawn.

## Experience

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Legrand Saudi Arabia

Legrand is the global specialist in electrical and digital infrastructures, offering high-value-added products and solutions for commercial, residential and industrial buildings With a presence in nearly 90 countries and a workforce of over 38,000 employees.

July 2019-till present: demand and forecast manager:

Key responsibilities:

- Design and provide upgrade on all new product forecasting models and recommend alternative data quantity for forecasts.
- Administer all marketing and finance programs providing constant forecast for enhancement of business.
- Analyze all major forecasting issues for resolution and enhance preparation of projects.
- Administer and prepare forecasting systems and manual techniques to conduct forecast efficiently to activate supply chain.

- Analyze and recommend enhancement for dissemination of forecast information and provide support to organizations and product management program.
- Maintain and utilize all tools for creation, analysis and deliver forecasts efficiently.  
Supervise demand planning team in demand management activities.
- Oversee daily activities of team and provide guidance as needed.
- Work with management, inventory, supply chain and sales teams in demand planning operations.
- Identify demand forecast risks and develop effective mitigation plans.
- Develop demand plan based on business trends and demand patterns.
- Analyze and troubleshoot demand related issues in a timely and accurate manner.
- Schedule forecast review meetings with management on regular basis.
- Maintain demand planning processes to improve forecast accuracy.
- Work with team to plan, coordinate and execute demand planning activities.

September 2012 till July 2019: supply chain and sales administration Responsible.

Key responsibilities:

- Plan and implement the overall supply chain strategy
- Collaborate with Sales, Operations, and Customer Service teams
- Determine key supply chain KPIs
- Suggest solutions for process improvements
- Identify process bottleneck and implement solutions in a timely manner
- Train and evaluate others
- Provide constructive feedback
- Build and maintain good relationships with vendors

July 2007 till September 2012:sales administration executive:

Key responsibilities:

- Processing a high volume of product orders.
- Processing invoices for all sales transactions
- Checking prices and contracts are up to date.
- Reporting monthly sales results to the sales team.
- Supporting the sales force with general operations to help reach the team's objectives.

- Taking phone calls from customers.
- Communicating internally important feedback from customers.
- Processing staff time-sheets.
- Dealing with and responding to high volumes of emails.

## Education

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2005: Master in Business administration: University Jean Moulin- Lyon

2003: Master in Political Sciences : Lebanese University

1999: French baccalaureate

## Personal skills

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- High organizational skills and ability to manage a number of projects at the same time.
- Ability to prioritize workload.
- Strong Verbal and written communication skills in 3 languages
- Problem solving
- Ability to work under pressure and to meet the deadlines
- Details oriented...

References are available upon request.