# Yosra El Khenati

# Ottawa, Canada

**yosra.elkhenati@hotmail.com**

**+1 613 851 2116**

Having years of experience in different positions (purchases, procurement, billing, debt collection and administration), I want to join your team in order to put my expertise at the service of your company. Dynamic, motivated and passionate about my work, I know well the challenges of the position for which I am applying today.

 **Education:**

**2010-2012 :** Master's degree in International Business at University Jean Moulin 3 Lyon, France

Canadian equivalency from WES : Master's degree for Jean Moulin III diploma

**2007-2012 :** Master's degree in International Management and Logistics at HEM,

Institut des Hautes Etudes de Management – Casablanca, Morocco

Canadian equivalency from WES : Bachelor's degree (4 years) for HEM diploma

**2004-2007 :** Baccalauréat experimental sciences , Cadi Ayad High School – Marrakesh –

Canadian equivalency from WES : Secondary school diploma

 **Professional Experience:**

# From 01/01/2020 to 28/03/2024: LAMALIF GROUP Marrakesh,

# Sales Administration, Billing and Debt Collections Responsible:

* Respond to clients requests by email or phone
* Handle incoming client calls
* Create new business accounts; include data entry
* Establish quotes on software (Sage100 and X3) and send documentation to clients
* Communicate with clients to obtain and/or provide information
* Seek to enhance the client service experience in all client encounters
* Monitor deliveries in collaboration with the purchasing and logistics department
* Establish delivery notes using software (Sage100 ans X3)
* Prepare invoices and billings for clients
* Update invoicing dashboards and turnover monitoring
* Monitor customer receivables: aged balance
* Ensure debt collection: follow up with customers regarding payment of overdue debts
* Monitor the submission of invoices to customers and collect receipts
* Customer complaints management
* Ensure that the correct procedures and guidelines are being followed

# From 01/02/2016 to 31/12/2019 : LAMALIF GROUP Marrakesh, Purchasing Responsible :

* Bring together requests from the different departments
* Interface internally with employees and co-workers to determine exactness of materials/services
* Collect and fulfill requests for office supplies
* Interface at all levels with vendors
* Solicit quotations, negotiate prices, terms, delivery, quality and service
* Evaluate and select suppliers based upon price, quality, availability of materials/services
* Place purchase orders on Sage
* Track and monitor purchases from initial order to delivery
* Review purchasing contracts
* Answer inquiries from potential vendors
* Cross-reference product deliveries with purchase orders
* Follow up with suppliers regarding current orders.
* Manage complaints and issues with suppliers
* Schedule et confirm meetings
* Maintain current knowledge of purchasing procedures, quotations, negotiations, different types of purchase orders and vendor confidentiality
* Exercise high level of analysis, problem-solving, decision making and prioritization on a daily basis
* Maintain up-to-date working knowledge of materials and sources of supply
* Prepare and manage reporting

# From 01/02/2013 to 31/10/2014 : AgroFood Industrie Marrakesh,

# Buyer :

* Collect requests expressed by all departments
* Create a suppliers database
* Identify and source potential vendors and suppliers
* Evaluate supplier proposals and negotiate price, quality, payment conditions, time delivery
* Develop and maintain strong relationships with suppliers to improve quality, reduce costs and optimize delivery schedules
* Process purchase orders on Sage100 (ERP system)
* Track and expedite orders to ensure on-time delivery
* Monitoring of current orders : Follow up with suppliers from order to delivery
* Conduct market research to identify potential new suppliers and cost-saving opportunities
* Maintain accurate and up-to-date records of purchases, contracts and supplier information
* Management of complaints with suppliers
* Prepare invoices for approvals and submit in a timely manner to ensure prompt vendor payments
* Ensure file organization
* Manage basic administrative tasks

**Languages and IT tools:**

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| **Arabe** | **:** Native language ;**English :** Read, written, spoken |
| **French :** Bilingual |  |  |  |

 **IT Tools :** Microsoft Office, Outlook, Sage100, Sage