

# BULLETIN EMPLOI Décembre 2013

#### PROCEDURE DE DEPOT DE CANDIDATURE

Envoyer votre CV par mail à <u>emploi@esa.edu.lb</u> en précisant dans le sujet de votre message votre nom et la référence du poste souhaité.
Exemple : Candidature Candice Acra - réf 13BE-1211

➢Une lettre de motivation est vivement recommandée.

Dépôt des candidatures avant le 18 décembre dernier délai

Toutes les candidatures reçues après le 18 décembre seront transmises aux annonceurs le 7 janvier 2014 en raison de la fermeture de l'ESA pour les fêtes de fin d'année.

12 décembre 2013





# SOMMAIRE

EMPLOIS PROPOSES AU LIBAN	3
01. Capital Banking Solutions	3
SENIOR BUSINESS ANALYST- EXPERTISE IN ISLAMIC BANKING - RÉF. 13BE-1201	3
02. 2B DESIGN S.A.R.L.	4
➢ OPERATIONS MANAGER - RÉF. 13BE-1202	4
03. LES AFFICHAGES PIKASSO	5
SENIOR EXECUTIVE ADMIN COORDINATOR - RÉF. 13BE-1203	5
EMPLOIS PROPOSES A L'ETRANGER	7
04. FOR A LEADING MULTINATIONAL COMPANY IN THE ENGINEERING INDUSTRY (QATAR)	7
COUNTRY MANAGER (12+ YEARS EXPERIENCE NEEDED) - RÉF. 13BE-1204	7
05. FOR A LEADING MULTINATIONAL COMPANY IN THE MEDIA INDUSTRY (KUWAIT)	8
➢ FINANCE DIRECTOR (8+ YEARS EXPERIENCE NEEDED) - RÉF. 13BE-1205	8
06. FOR A LEADING ENGINEERING & CONSTRUCTION COMPANY (UAE)	8
➢ GENERAL MANAGER - FABRICATION (10-15 YEARS EXPERIENCE NEEDED) - RÉF. 13BE-1206A	
♣ OPERATIONS MANAGER (15-20 YEARS EXPERIENCE NEEDED) - RÉF. 13BE-1206B	10
➢ BUSINESS DEVELOPMENT MANAGER (10-15 YEARS EXPERIENCE NEEDED) - RÉF. 13BE-1206C	11
07. GOOGLE	12
♦ ASSOCIATE ACCOUNT STRATEGIST SMB SALES - RÉF. 13BE-1207A	12
➢ ASSOCIATE ACCOUNT STRATEGIST GLOBAL CUSTOMER SERVICES - RÉF. 13BE-1207B	13
➢ PRODUCT QUALITY ANALYST - RÉF. 13BE-1207C	14
STAGES	16
08. GOOGLE	16
➢ BUSINESS ASSOCIATE INTERNSHIP 2014 - RÉF. 13BE-1208	16
09. L'ORÉAL	16
№ INTERN IN LOGISTICS - RÉF. 13BE-1209	16



# **EMPLOIS PROPOSES AU LIBAN**

# 01. CAPITAL BANKING SOLUTIONS

Capital Banking Solutions is a leading provider of end-to-end, integrated banking software for businesses across Europe, Africa, the Middle East and the Americas. The company offers a suite of integrated and modular products for retail, corporate and private banks, as well as financial institutions.

At CBS we provide an unmatched career growth where learning and sharing knowledge is part of our every day work.

When it comes to technology, our products are using some of the most cutting edge technologies out there. If you are a passionate for mobile development, Business Process and SOA, Java or .NET, we guarantee that you will find at CBS a challenge to meet and an opportunity to excel.

As per the business side of it, our focus on banking and our reach to a variety of types of Financial Institutions is a great platform to grow in different areas related to finance, risk and compliance, capital market, private banking and trade finance.

CBS Global Presence: Beirut. Paris. Monaco. Dubai. New York. Miami. Geneva

#### **Position**

SENIOR BUSINESS ANALYST- EXPERTISE IN ISLAMIC BANKING - RÉF. 13BE-1201

#### Mission

Responsible for documenting and modeling the banking business requirements, executing test plans, conducting functional training and creating and updating documentation.

- Analyze and design banking business requirements.
- - Model the business processes and requirements as per the industry standard methodologies.
- - Define, develop and complete testing scenario.
- - Assist in enforcement of project deadlines and schedules.
- - Create and update documentation of the functionalities of the banking products.
- - Conduct functional training on the functionalities of the banking products.
- - Prepare weekly progress report.
- - Communicate needed changes in coordination with its supervisor to the development team.

- Bachelor Degree in Banking & Finance. MBA is a plus
- Minimum 5 years of experience in Islamic banking industry
- Knowledge of Islamic Banking functionalities is a must
- English Arabic French
- Computer Literate (Word, Excel, PowerPoint)
- · Analytical and problem solving
- Good Planning/Organizing
- · Reporting writing skills
- Flexibility and Adaptability
- Communication
- Collaboration & Teamwork



# 02. 2B DESIGN S.A.R.L.

2B design is an award winning social enterprise based in Lebanon and in the USA. It salvages architectural elements from old houses and transforms them into lamps, tables, candleholders and other items by employing marginalized and disabled people. The majority of 2b design's creations are exported to France, the UK, Switzerland, Japan and the USA. It currently employs 8 people directly and indirectly (through Arc en Ciel, a large NGO). The founders of 2b design are setting up an operation in the US and are looking for a person who can manage the different aspects of the company in Lebanon.

This is a diversified and wide role that deals with administration and sales, supply chain management and quality control, local and international logistics, etc. Close coordination will be maintained with the founders of 2b design who will constantly provide support to the Operations Manager.

#### Position

➢ OPERATIONS MANAGER - RÉF. 13BE-1202

# Mission

# Staff and HR Management

- Ensure team cohesion and motivation at all times with compassion, professionalism and fairness.
- Develop weekly work plans and assign tasks to each employee.
- Calculate salary payments due to each employee and process payment on time.

# Sales and Administration

- Manage purchase orders from local and international customers and process sales.
- Control and manage cash and all company expenses.
- Process payments to suppliers.
- Develop a direct customer base in Lebanon to support the financial sustainability of the operation.
- Manage all financial transactions using Quickbooks, a user-friendly integrated software used by the company.
- Coordinate transactions with accountant to ensure production of accurate reports
- Supply Chain Management and Inventory Control:
- Ensure stock of raw materials is available at all times and tracked in our system, this includes visiting scrapyards and other suppliers around the country to purchase new material (according to advise from the founders).
- Ensure transfer of pieces to 2b design workshop after treatment by Arc-en-Ciel.
- Conduct regular inventory check-ups to ensure stock is in order.
- Anticipate sales and shipment in advance in order to ensure stock is always complete and diverse.

#### **Production and Quality Control**

- Process designs for new items received from Lead Designer in USA. This includes reviewing them for any missing/unclear information and delivering them to the Blacksmith at Arcenciel.
- Ensure each piece is handcrafted according to specifications and schedule both at Arcenciel and in 2b design's workshop.
- Ensure that all necessary supplies for post-production at the 2b design workshop are available (paints, glue, fabric, etc.)



 Coordinate closely with direct customers in case of specific custom-made designs (with support of lead designer in USA)

# Social Programs Coordination

• Manage and develop various programs with partner NGOs (e.g. Habitat for Humanity home refurbishment program, etc.)

# Catalogue and Retailer Communication

- Update records and take photographs when new items arrive to the 2b design workshop from Arcenciel.
- Update catalogue and take photographs when items are entirely finished.
- Communicate regularly with established international and local retailers to notify them of new items and to ensure they have access to our online catalogue.

#### Logistics and Shipments

- Coordinate with 2b design in the USA for intercompany shipments, this includes ensuring right item models and quantities are made available on time, preparing necessary paperwork, and coordinating with various shipment companies.
- Communicate with international retailers to process orders effectively and ensure proper shipment.

# 03. LES AFFICHAGES PIKASSO

#### Position

SENIOR EXECUTIVE ADMIN COORDINATOR - RÉF. 13BE-1203 Department : Top Management Reports to CEO

#### Mission

- Assist the Chairman and CEO in duties assigned or delegated, and is in charge of all related administrative duties.
- Handle a wide variety of administrative duties as per organized procedures and precedents
- Resolve complex administrative issues independently.
- Provide confidential executive level of support to the CEO.
- Provide high level of administrative support by conducting research, preparing statistical reports, handling information requests.

#### Main tasks:

- Assist the Chairman and CEO in routine functions.
- Produce documents, briefing papers and presentations.
- Liaise and coordinate with departments in order to communicate notes requested by the chairman.
- Respond to complaints and requests for information.
- Assist the Chairman in researches and analyze data.
- Analyze operating practices and procedures to create new or to revise existing methods.
- Review Chairman Subscriptions to foreign & / or local newspapers and magazines and make sure they are renewed before maturity.
- Maintain a list of the books and catalogues at the Chairman and CEO's office.



- Assist in agenda preparation and gather information.
- Organize, schedule and confirm appointments and meetings.
- Prepare minutes of meetings and dictation.
- Locate, archive and file all documents and correspondence in a proper and systematic manner for easy reference.
- Arrange business trips and accommodations.
- Prepare and follow up on emails.
- Screen visitors, telephone calls, mail, inquiries and requests.
- Ensure proper database of business contacts through Microsoft Office Outlook.
- Analyze operating practices and procedures to create new or to revise existing methods.
- Perform other tasks and duties upon request.

- University graduate with a Bachelor degree in business administration.
- 6-7 years experience in a related field.
- Computer literate : Word, Excel, Outlook
- Fluent in French, English and Arabic.
- Computer literate: Microsoft office, internet surfing, typing skills and electronic communication is a must.
- Good written and verbal organization and communication skills.
- Able to build rapport and communicate effectively at all levels, and across disciplines using different communication techniques.
- · Assertive and Confident
- · High level of confidentiality
- Ability to work independently, exercising judgment and initiative.
- Self starter, able to take instructions and manage self for motivation and delivery.
- Team worker, works effectively within the team delivering own targets and supporting others.
- Stress resistant, able to work under and cope with pressure without unduly compromising delivery.
- High sense of ethics and good knowledge and application of the company policies and procedures.
- Customer Focus, aware of customer needs and expectations, constantly striving to deliver same.



# **EMPLOIS PROPOSES A L'ETRANGER**

04. FOR A LEADING MULTINATIONAL COMPANY IN THE ENGINEERING INDUSTRY (QATAR)

### Position

COUNTRY MANAGER (12+ years experience needed) - RÉF. 13BE-1204

Industry: Oil & Gas Location: Doha - Qatar

#### Mission

As a Country Manager you will be responsible for managing all operations within Qatar; this involves taking responsibility for profit, revenue, cash and quality targets. You will be the ultimate responsible to represent the company in the state of Qatar.

- Elaborate yearly Budget/Plan with the Management Team in agreement with superior
- Define operational targets for all reports
- · Analyze monthly results and initiate corrective actions
- Execute quarterly planning review to forward to organisation
- Carry out, monitoring of operational performance
- Lead and coach employees (individual development, motivation, assessment, feedback)
- Recruit and train new employees
- Provide operational support by coordinating interfaces to responsible organisational units
- Provide commercial and technical support to operational organisation
- Organize (prepare, execute, follow-up) regular operational meetings
- Develop and maintain relationships with large accounts by regular visits
- Ensure implementation of program roll-outs
- Elaborate monthly reports to forward to superior (including market / competitors / customers / key events)
- Elaborate reports on field trips
- · Report of incidental key issues

- Engineering background is a plus
- 12+ years overall experience
- 5+ years experience in Oil & Gas projects
- 2+ years experience in a similar role
- - 5+ years experience in sales / business development
- - Good knowledge application of Codes and Standards, Project specifications and procedures
- · -Strong communication skills
- - Strong leadership skills
- · Strong financial skills
- - Proficient in all MS Office applications
- · Results oriented
- - Fluent English (Arabic is certainly a plus)
- - Experience in the Qatari market is a plus



# 05. FOR A LEADING MULTINATIONAL COMPANY IN THE MEDIA INDUSTRY (KUWAIT)

# Position

FINANCE DIRECTOR (8+ years experience needed) - RÉF. 13BE-1205

Industry: Media Location: Kuwait

#### Profil recherché / Requirements

- Must be residing in Kuwait with transferable residency visa
- Bachelor degree in Finance from a reputable university
- Minimum 8 years experience in Finance
- Minimum 2 years experience in a similar role
- · Proficiency in financial reporting
- Extensive experience in working capital and cash flow management
- · Good understanding of business internal control
- · Good communication skills
- Fluent in Arabic with good command of English
- CPA is a plus
- Audit experience is a plus
- Experience in the Media industry is a plus

# 06. FOR A LEADING ENGINEERING & CONSTRUCTION COMPANY (UAE)

# **Position**

➢ GENERAL MANAGER - FABRICATION (10-15 years experience needed) - RÉF. 13BE-1206A

Industry: Oil & Gas

ESA BE - Décembre 2013

Location: Abu Dhabi - UAE

#### Mission

- Manage the overall fabrication operations at the factories by offering technical and commercial leadership.
- Be responsible for the Balance Sheet including preparation of operational & development budgets.
- Prepare long-term strategic plan and be responsible for achieving growth set by the management.
- Fully familiar with all types of advanced fabrication machineries and modern welding technology
- Conduct periodical production review meetings and prepare MIS reports for executive management.
- Capable of identifying costs such as indirect, direct, fixed, variable, capital etc in order to arrive at actual
  unit cost of production for all processes involved in the fabrication operations in consultation with
  Accounts Department so that preparation of estimates for both internal and external clients can be
  facilitated.
- Capable of guiding the team in the preparation of offers / quotations to clients, participation in the tenders and following up on enquiries to convert them into work orders.

8



- Able to guide the team of workshop managers, production planning engineers, supervisors and technicians in process improvement techniques and continuous improvement programs.
- Achieve monthly production targets and meet the delivery requirements of various project sites and establish productivity norms for various processes to monitor productivity.
- Monitor and control costs as per the approved budget to achieve profitability targets.
- Propose improvement schemes for enhancing current production processes, control wastes, minimize reworks & defects and maintain high quality standards as demanded by the clients.
- Conduct regular field visits and follow-up with the fabrication teams at various project sites.
- Conduct market survey and develop new lines of fabrication activities to exploit market opportunities, including regular meeting with potential clients and registration of the company with new clients.
- Preparing Business plan, strategy, Budgeting, costing and manage existing client data base and identify, evaluate, develop and profile new business opportunities and clients all over GCC and International market.
- Develop strategic alliance with International companies to strengthen the company's chances of prequalifying and succeeding in winning new contracts.
- Develop and maintain data of new tenders, opportunities and client within the GCC and ensure that the company is registered / pre-qualified, analyze the data and forecast market trends.
- Develop and Build relationships with key personnel from existing and new clients. Maintain good data base of major oil, gas & petrochemical companies etc.
- Preparing Business plan, Budget, cost analysis, handling of projects.
- Involved directly in contacting new clients, coordinating with the existing clients for better co-operation.
- To find out the market potential for expansion projects with existing plants of oil, gas, petrochemical industries existing contracts and new jobs.
- Getting the pre-qualification document, make sure to qualify, collecting of Bid document, attending the site visit, preparing of competitor's analysis to co-ordinate to prepare competitive bid document follow-up of bid document, Negotiation meeting and finalizing the contract.
- Manage the proposals in time, discuss the same with management team, submit them to clients and maintains a strong follow up with the clients.
- Meet clients on regular basis & update Management on status of identified growth opportunities.
- Maximize contact with key accounts, key contacts and other critical people at various client organizations and focus efforts to obtain new work and generation of new enquiries for the business.
- Assist in initial planning, time scheduling, histograms to supplement techno-commercial offer for large projects.
- Develop business plans & take the lead role in delivering them

- Mechanical engineering background
- 10-15 years of fabrication experience in Oil & Gas / Industrial projects
- Fluent in English with good command of Arabic
- Critical thinking and problem solving skills.
- Planning and organizing skills
- · Decision-making skills
- Communication skills.
- Persuasiveness skills
- Influencing and leading
- Delegation skills
- · Team work skills



- Negotiation skills
- · Conflict management skills
- Adaptability
- Presentation skills
- Familiar with Autocad 3D detailing and other CAD adds-on specifically used for fabrication operations.
- Familiar with international standards such as ASTM, ASME, ANSI, API etc., governing different aspects of fabrication and also production machinery, equipment and machine tools handling.
- Familiar with computerized and user-friendly tracking system and material management at the factory shop floor including material traceability systems and inventory management.
- Familiar with all aspects of steel fabrication factory management including manpower & material planning, process optimization and adoption of industry best practices etc.

➢ OPERATIONS MANAGER (15-20 years experience needed) - RÉF. 13BE-1206B

Industry: Oil & Gas

Location: Abu Dhabi - UAE

#### Mission

- Coordinates the selection of the key staff required to fill both technical and administrative posts and establishing the organizational structure of the project with HRD/Project Managers.
- Ensures periodic review of projects with customer site representatives to ensure that our performance is satisfactory.
- Provides detailed overall Staff/Labour/Equipment requirements for all the projects under his control.
- Conducts kick-off meetings with Project Managers at start-up of projects to confer over the project milestones and key dates and to detect any anticipatory risks with relevant preventive measures.
- Conducts necessary meetings periodically with Manager of Projects and Planning Manager to review the projects progress and to ensure that the works are executed as per the approved program and there is no slippage or delays in projects activities.
- Ensures that the project baselines are established and subsequent deliverables are delivered in a timely manner.
- Ensures timely submission of Payment Certificates/invoices and those payments are received in a timely manner for all projects.
- Coordinates and optimizes the utilization of resources, equipment, materials, tools etc. within projects, whether external/Internal hire.
- Ensures that all contractual and legal matters related to the projects are dealt with properly and promptly, seeking advice and guidance from management as and when necessary.
- Keeps the Management informed of problems and progress and seeking their assistance on problems which cannot be resolved.
- Ensures proper conduct of all administrative and management roles required by company's policy vis-a-vis local labour laws.
- Maintains regular review and mobilization/demobilization plans of the projects in order to facilitate the relocation of the workforce and the utilization of resources in other locations/projects.
- Monitors Engineering department services (Engineering, drawings, surveying) related to projects under his control.
- Monitors, identifies, and analyses all projects costs with a view of facilitating the completion of the projects at minimum cost and within budget limits.
- Monitors Material procurement activities for all projects under his control.



- · Mechanical engineering background
- 15-20 years experience in the Oil & Gas industry
- · Critical thinking and problem solving skills
- Planning and organizing skills
- Decision making skills
- Communication skills
- Persuasiveness skills
- · Influencing and leading/winning skills
- Delegation skills
- Team work skills
- Negotiation skills
- Conflict management
- Adaptability
- Presentation skills
- Time Management

BUSINESS DEVELOPMENT MANAGER (10-15 years experience needed) - RÉF. 13BE-1206C

Industry: Oil & Gas

Location: Abu Dhabi - UAE

#### Mission

- Preparing business plan, strategy, budgeting, costing and manage existing client data base and identify, evaluate, develop and profile new business opportunities and clients all over GCC and International market.
- Develop strategic alliance with International companies to strengthen the company's chances of prequalifying and succeeding in winning new contracts.
- Develop and Maintain data of new tenders, opportunities and client within the GCC and ensure that the company is registered/ pre-qualified, analyze the data and forecast market trends.
- Develop and Build relationships with key personnel from existing and new clients. Maintain good data base of major oil, gas & petrochemical companies etc.
- Preparing Business plan, Budget, cost analysis, Handling of projects.
- Involved directly in contacting new clients, coordinating with the existing clients for better co-operation.
- To find out the market potential for expansion projects with existing plants of oil, Gas, Petrochemical industries existing contracts and New jobs.
- Getting the pre-qualification document, make sure to qualify, collecting of Bid document, attending the site visit, preparing of competitor's analysis to co-ordinate to prepare competitive bid document follow-up of bid document, Negotiation meeting and finalizing the contract.
- Manage the proposals in time, discuss the same with Management team, submit them to clients and maintains a strong follow up with the clients.
- Discuss with CEO & BD team the finalization of contracts.
- Meet Clients on regular basis & update Management on status of identified growth opportunities.
- Maximize contact with key accounts, key contacts and other critical people at various client organizations and focus efforts to obtain new work and generation of new enquiries for the business.



- Assist in initial planning, time scheduling, histograms to supplement techno-commercial offer for large projects.
- Develop business plans & take the lead role in delivering them.

- · Mechanical engineering background
- MBA is a plus
- 10-15 years business development experience in the Oil & Gas industry
- Fluent in Arabic & English
- · Strong networking skills
- · Cost conscious skills
- · Critical thinking and problem solving skills
- Planning and organizing skills
- Decision-maker
  - Excellent communication & interpersonal skills
- Persuasiveness skills
- · Influencing and leading skills
- Delegation skillsTeam work skills
- Negotiation skills
- Adaptability

# 07. GOOGLE

When our millions of advertisers and publishers are happy, so are we! Our team of entrepreneurial, enthusiastic and client-focused team members are the "human face" of Google, helping entrepreneurs both individually and broadly build their online presence and grow their businesses. We are laser-focused on the unique needs of small- and medium-sized businesses -- businesses that often serve an exclusively local audience. Our teams of strategists, analysts, advisers and support specialists collaborate closely to spot and analyze customer needs and trends. Together, we create and implement business plans broadly for small businesses of every stripe.

# **Position**

ASSOCIATE ACCOUNT STRATEGIST SMB SALES - RÉF. 13BE-1207A Multiple Languages Available

Location: EU Headquarters

# **Mission**

As a Small- and Medium-sized Business (SMB) Sales professional at Google, you are always reaching for ambitious performance goals. You work with a wide variety of SMB advertisers to deliver the optimal advertising solution for each client. Your interest in sales and the digital economy and your entrepreneurial drive enables SMB advertisers to expand their businesses with Google's latest advertising products and solutions. Your understanding of online media combined with your commercial acumen shape how new and existing businesses grow. Using your effective communication skills, you are the face of Google to a portfolio of clients whose needs you listen to, and help define the vision and strategy for how their products and services can reach thousands or millions of users.



Supplementing your core role, you will participate in a two year developmental program which offers world-class training, equipping you with the business, analytical and leadership skills needed to be successful at Google. You'll work with a wide variety of SMB advertisers, developing a strong network within the Google community and a deep understanding of our products and customers - the real foundation of Google.

#### Responsibilities:

Deliver outstanding customer sales experience to Google's advertisers.

Communicate with customers proactively, via phone and email.

Provide strategic advice and help customers by working closely in a consultative role with customers.

Share and collaborate with Specialists, Engineers, and Product team members on new feature development.

Implement creative ways to improve our customer relationships, tailor and share performance-enhancing suggestions, and promote other Google products.

#### Profil recherché / Requirements

BA/BS degree or equivalent practical experienc ([Minimum qualifications).

Previous experience or interest in sales, customer support, account management, marketing or consulting. Demonstrated experience in managing and customizing experience to a customer base.

Proven ability to multi-task and manage multiple projects at a time while paying strict attention to detail. Proactive, independent worker with the demonstrated capacity to lead, motivate and work well with others. Excellent written and verbal communication skills in English and in the language you would support.

Please apply at the following URL with your grade transcript: (copy at emploi@esa.edu.lb) www.google.com/jobs/students/smbsales

#### Position

ASSOCIATE ACCOUNT STRATEGIST GLOBAL CUSTOMER SERVICES - RÉF. 13BE-1207B Multiple Languages Available Location: EU Headquarters

# Mission

As an SMB Services professional at Google, you'll work with a wide variety of SMB advertisers delivering the optimal advertising solution for each customer. Your entrepreneurial drive and expert product knowledge will enable SMB advertisers to expand their businesses with Google's latest advertising products and solutions. To our customers, you are the face of Google. You listen to our customers' needs, understand the details of individual campaigns, resolve their questions and explore and uncover business opportunities. You set the vision and the strategy for how our customers' products and services reach thousands or millions of users. You partner with a highly engaged team and bring creativity to grow and transform the business. Work is done in a structured environment, which emphasizes productivity, quality and CSAT targets.

Supplementing your core role, you will participate in a two year developmental program which offers world-class training, equipping you with the business, analytical and leadership skills needed to be successful at Google. You'll work with a wide variety of SMB advertisers, developing a strong network within the Google community and a deep understanding of our products and customers - the real foundation of Google.



#### Responsibilities:

Prioritize and deliver outstanding customer service experience to Google's advertisers, publishers, and/or users.

Manage customer inquiries by phone, e-mail, and/or live chat.

Collaborate with Specialists, Engineers, and Product team members on new feature development.

Implement creative ways to improve our customer relationships.

Provide strategic and consultative advice and help solve technical issues by working with a large number of businesses from your market.

#### Profil recherché / Requirements

BA/BS degree [Minimum qualifications] or equivalent practical experience.

Previous experience or interest in sales, customer support, account management, marketing or consulting.

Demonstrated experience in managing and customizing experience to a customer base.

Proven ability to multi-task and manage multiple projects at a time while paying strict attention to detail.

Demonstrated capacity to lead and/or motivate others around you.

Excellent written and verbal communication skills in English and in the language you would support.

# Please apply at the following URL with your grade transcripts:

www.google.com/jobs/students/smbservices

## **Position**

PRODUCT QUALITY ANALYST - RÉF. 13BE-1207C Multiple Languages Available Location: EU Headquarters

The Product Quality Operations (PQO) team protects Google's users. We define and communicate product policies, and we defend Google's integrity by fighting spam, fraud and abuse across Google products. The PQO team ensures product quality for the company's expanding base of advertisers, publishers and users in more than 40 languages. We partner with Engineering to combat fraud and abuse across major products like Search, AdWords, AdSense, Google+, Wallet, and Maps. PQO team members are motivated to find innovative solutions and use technical know-how and proactive communication to work across functions to defend the user.

#### Mission

Google's brand is only as strong as our users' trust--and their steadfast belief that our guiding principles are what's best for them. Our Product Quality Operations team has the critical responsibility of protecting Google's users by ensuring online safety by fighting web abuse and fraud across Google products like Search, Maps, AdWords and AdSense. On this team, you're a big-picture thinker and strategic leader. You understand the user's point of view and are passionate about using your combined technical, sales and customer service acumen to protect our users. You work globally and cross-functionally with Google developers and Product Managers to navigate challenging online safety situations and handle abuse and fraud cases at Google speed (read: fast!). Help us prove that quality on the Internet trumps all.

ESA BE – Décembre 2013

14



# Responsibilities:

Prioritize and deliver outstanding customer service experience to Google's advertisers, publishers, and/or users.

Manage customer inquiries by phone, e-mail, and/or live chat.

Collaborate with Specialists, Engineers, and Product team members on new feature development.

Implement creative ways to improve our customer relationships.

Provide strategic and consultative advice and help solve technical issues by working with a large number of businesses from your market.

#### Profil recherché / Requirements

BA/BS degree in Computer Science, Mathematics, Statistics, Engineering or related discipline or equivalent practical experience.

Fundamental understanding of HTML and JavaScript and familiarity with typical web practices.

Exceptional internet research skills and knowledge of web technologies.

Good knowledge in Internet, web-research, online advertising, fraud detection, numerical analysis and e-commerce.

Excellent written and verbal communication skills in English and in the language you would support.

Please apply at the following URL with your official transcript: (copy at emploi@esa.edu.lb) www.google.com/jobs/students/pgo



# **STAGES**

# 08. GOOGLE

# Position

➢ BUSINESS ASSOCIATE INTERNSHIP 2014 - RÉF. 13BE-1208 Location: Multiple locations Available

#### Mission

Business Associate Internship assignments are typically offered in the following business areas: Sales and Customer Service, Enterprise, Finance, People Operations, Legal, Product Quality Operations, Marketing, gTech, Localization, Africa Internship Program Are you looking for a challenge? Google now offers internship opportunities throughout the year. These range from non-technical functions to roles where some technical knowledge could be advantageous. If you are studying Psychology or Art History, don't let an arts degree keep you from applying to Google. We have internships in many fields that could be right for you, located in various locations and multiple languages. Being an intern at Google means you will be fully integrated member of our business team. You will receive ongoing training, and will have a mentor assigned to you with whom you'll work closely to identify project goals and professional development opportunities. In addition, you will participate in a structured program of educational and social activities to ensure you have a productive experience at Google that helps you grow your personal and professional skills. Internships are available in a wide array of fields, all of which are listed above.

# Profil recherché / Requirements

Returning to education on a full-time basis upon completing the internship.

Ability to commit to a minimum of 10 weeks and up to 6 months at Google.

Currently enrolled in a Bachelors or Masters degree program and maintaining student status throughout the internship.

Priority given to students graduating end of 2014 or in 2015.

Preferred qualifications: Previous internship experience in Sales, Advertising, Consulting, Analysis, Customer Service, Marketing, Finance or related fields.

Please apply at the following URL with your official transcript: (copy at emploi@esa.edu.lb) www.google.com/jobs/students/internseurope

# 09. L'ORÉAL

#### Position

Intern in Logistics - Réf. 13BE-1209

Department: Logistics

Duration: 3 to 6 months full time (9:00 to 6:00 PM, Monday to Friday, starting immediately)

Major required: Finance

Skills required: Very good knowledge in Excel