

SARAH NAZAR SARAFIAN

Date of Birth: 18/11/1994

Nationalities: Lebanese & Armenian

Address: Adonis, Keserwan, LEBANON

Contact Details:

Email: ssarah.sarafian@gmail.com

Mobile: +961 81 766 070

Professional Experience

May'17- Present	SerVme Beirut Digital District <i>Customer Service Officer</i> <ul style="list-style-type: none">- Handling any client requests by liaising with the technical team and conducting full after sales account management- Schedule training session with clients and provide insight on how to use the system- Deal directly with customers either by telephone or face to face to make sure they are satisfied and document all customer feedback in the database- Maintain a healthy B2C relationship by providing clients constant updates on the serVme products- Monitor usage of clients and follow up on issues to advise on how to overcome them- Follow up and Liaise closely with Accounting for client payment inquiries- Quality assurance testing on all serVme products- Held support meetings with venue upper management	DownTown, Beirut
March '16 – April'17	Professional Learning Center/ UCMAS <i>Executive assistant & Program Coordinator</i> <ul style="list-style-type: none">- Training Management- Contributed to UCMAS team KPI through Customer Service / Care- Schedule Management- Handle & follow up on claims- Prepare daily and monthly reports; To clarify the process flow of the organizational tasks- Assist to general meetings with CEO and directors- Fulfilling order demands; following up end to end delivery process from DC to the end customer- Coordinate with schools' and centers' directors	Zalka, Lebanon
Jan' 16- Aug 16	Mamichula <i>Co-founder</i> <ul style="list-style-type: none">- Order placement- Managed on time delivery and follow up- Customer service feedback- Fashion advisor- Bookkeeping and Inventory management	
Oct '12 – Jun '16	Haigazian University <i>Admissions Office</i> <ul style="list-style-type: none">- Administrative Associate- Call/ Mail Reception- Data Entry	Kantari, Lebanon

Internships

Sep '15 – Oct '15	Future TV , Intern in Political Research & Interview Dialogue Management	Sin El Fil, Lebanon
-------------------	---	----------------------------

Education

Sep '12 – Jun. '16	Haigazian University , B.A in Political Science	Zouk Mosbeh, Lebanon
--------------------	--	-----------------------------

Qualifications

Interpersonal Skills: Powerful Communication skills, Team-Work spirit, skills in Negotiation, Conflict Resolution, Problem Solving & Decision-Making Skills, Attentive and Alert.

Languages: Fluent in Arabic, Armenian, English and French

Computer: Microsoft Office (Excel, Word, PowerPoint etc...), Adobe Photoshop

Free-lance/ previous jobs: Community Service at ARCL, Private Tutoring, Electoral Call Center volunteer.