

EXPERIENCE

- **Ecomz, Beirut, Lebanon, Oct 2021 – Present**
Digital Project Coordinator
 - Coordinating and supporting the setup and launch of new merchants' online stores and marketplaces.
 - Managing and tracking in coordination with the account managers the project timelines, milestones, and deliverables.
 - Supervising product implementation, shipping integration, payment configuration, domain redirection, app activation and configuration, and testing.
 - Continuously monitoring and reporting on project progress and results.
- **Tobacco Wholesale & Retail Company, Beirut, Lebanon, Aug 2021 – Oct 2021**
Sales Executive
 - Handled the first point of contact with customers, taking their orders while offering consultations and maximizing the sale value and customer satisfaction.
 - Closed daily, weekly, and monthly books and managed inventory.
 - Used Libra financials software to execute sales and accounting activities.
- **Alta Light, Beirut, Lebanon, Jul 2019 – Aug 2019**
Business Development Intern
 - Took part of developing a SWOT analysis for the company's strategy.
 - Developed databases for markets in Jeddah, Riyadh, Qatar, Kuwait, and Dubai targeting architects, contractors, developers, and designers.
- **AMIDEAST, Beirut, Lebanon, May 2019 – Jun 2019**
English Language Department Intern
 - Managed applicant's procedures for placement tests.
 - Received full training on ProClass software.
 - Organized examination programs based on geographic locations and operational processes.
- **Akram App, Beirut, Lebanon, Jan 2019 – Mar 2019**
Outdoor Sales Consultant
 - Developed new contracts through referrals and market research.
 - Managed relationships with existing clients.
 - Managed contract renewal procedures and follow-up.
- **BLC Bank, Beirut, Lebanon, Jun 2018 – Jul 2018**
Teller and Customer Service Intern
 - Assisted in teller and customer service processes.
 - Took responsibility of handling, processing and servicing a customer's bank transaction promptly, efficiently, and accurately.
 - Organized 100+ customer transaction receipts daily so that they could be properly filled in a timely manner.
- **Studypedia and Test Prep Institute, Beirut Lebanon, May 2017 – Jul 2017**
Business Development Intern
 - Assisted the admissions team with answering incoming and outgoing communications with potential and registered students.
 - Introduced the institute's services to potential students.
 - Prepared promotional materials for the digital marketing team.

SKILLS

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| ▪ Communication | ▪ Sales | ▪ Management and Organization |
| ▪ Microsoft Office | ▪ Power BI | ▪ Customer Relationship Management |

CERTIFICATION

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| ▪ Fundamentals of Digital Marketing – Google Digital Garage, Jan 2021 | ▪ Customer Service Specialist - LinkedIn Learning, Feb 2021 |
| ▪ Google UI/UX Design Professional Certificate – Coursera, Mar. 2022 | ▪ Google Digital Marketing & E-commerce Professional Certificate - Coursera, Sep. 2022 |

EDUCATION

- **Lebanese American University, Beirut Lebanon, Dec 2018**
Bachelor of Science in Business Management
- **Adventist Secondary School, Beirut, Lebanon, June 2015**
Lebanese Sociology & Economics Baccalaureate

LANGUAGES

- **English:** Fluent
- **Arabic:** Native

INTERESTS

Football, computer gaming, and reading.

