

Melanie Antoine Stephan

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- **Objective:**

I am seeking a competitive and challenging environment where I can serve your organization and establish an enjoyable career for myself.

- **Education:**

- **1998 – 2013** : Ecole Zahrat El Ihsan – Achrafieh : **Lebanese Baccalaureate** in Economics and Sociology.
- **2013 – 2016** : Lebanese University – Faculty of Information , Jdeide : **Bachelor Degree in Information & Communication** option Journalism
- **2016 – present** : Lebanese University – Faculty of Information , Jdeide : **Masters Degree in Information & Communication.**

- **Work Experience:**

- **June 2015 – August 2015** : Sales person and Cashier at BarTartine – ABC Achrafieh
 - *Handle cash transactions with customers.*
 - *Scan goods and collect payments.*
 - *Issue receipts, refunds, change or tickets.*
 - *Bag, box or wrap packages.*
 - *Pleasantly deal with customers to ensure satisfaction.*

○ **December 2015 – April 2017 : Receptionist at ABC Achrafieh**

- *Serve visitors by greeting, welcoming, directing and announcing them appropriately.*
- *Answer, screen and forward any incoming phone calls while providing basic information when needed.*
- *Receive and sort daily mail/deliveries/couriers.*
- *Update appointment calendars and schedule meetings.*
- *Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.*

○ **May 2017 – Present : Mall Officer Operations Department at ABC Achrafieh**

- *The Mall Officer is responsible to run smoothly Mall activities, endorse tenants' satisfaction at all times and assure customer service level meets required standards. Ensure operational activities meet with organizational requirements for quality management, security control and safety measures.*
- *Ensure that ABC and tenants' employees abide by set policies and procedures.*
- *Circulate letters and memos to tenants.*
- *Follow up monthly on the quality control report and make sure to enhance and develop the areas for improvement.*
- *Accountable for the timely and proper opening and closing of the Mall*
- *Follow up closely with the Cleaning Supervisors on the cleaning tasks and general hygiene to ensure a good image.*
- *Preparing Memos & Data needed.*
- *Handling projects in coordination with different departments.*
- *Following up on Marketing Events & Podiums.*
- *Coming up regularly with new ideas (Graphics – Visuals – campaigns)*

● **Internships:**

○ **NNA** : National News Agency – Hamra Lebanon.

- *News Editing.*
- *Posting online News on Website. www.nna-leb.gov.lb*

○ **LBCI** : Lebanese Broadcasting Corporation International – Adma Lebanon.

- *News Editing.*
- *Posting online news on website. www.lbcigroup.tv*

- *Collecting news from news agencies.*
- *Watching the news in the news room.*
- *Writing tickers (Tv) , latest news for mobile notifications (mobile app) , tweets (Twitter) , posts (Facebook).*
- *Editing reports for news bulletins.*

- **Languages:**

- **Arabic** : Spoken , read , written – Fluent.
- **French** : Spoken , read , written – Fair.
- **English** : Spoken , read , written – Fluent.

- **Skills:**

- **Communication Skills** : Verbal and Written.
- **Microsoft Office** : Word , Excel , Outlook , PowerPoint.
- **Movie Editing Software**
- **Skills in diction and Elocution**

- **Trainings & Certificates:**

- **Conflict Management Training – April 2018** (Certificate Available)

- **Hobbies and Interests:**

- Writing
- Reading
- Photography
- Music
- Cinema
- Arts

- ***Reference will be provided upon request.***