

Lamis Nouaihed Resume

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D.O.B: April 22, 1987

Beirut, Lebanon

Objectives:

To obtain a long-term position in a reputable company where I could apply my skills and make a positive contribution.

Professional Experience and Significant Achievements:

November 2019 – Present Nymgo, Account Manager – *Beirut Design District, Lebanon*

- Be the primary point of contact and build long-term relationships with customers
- Help customers through email, phone, online presentations
- Develop a trusted advisor relationship with key accounts
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Communicate clearly the progress of monthly initiatives to clients
- Forecast and track key account metrics
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks
- Enhance department and organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis
- Monitor and analyze customer's usage of our product
- Responsible for working with the Sales team to onboard and integrate new clients and developing existing client relationships
- Liaise between the customer and the support team

June 2016 – April 2019 CRM ME, Account Manager – *Dubai, United Arab Emirates*
(*Van Cleef & Arpels, Piaget, Panerai, IWC Schaffhausen, Vacheron Constantin*)

- Recruits, trains, coaches, performs appraisals and develops Lead Brand Ambassador
- Sets, monitors and ensures achievement of department and individual KPIS (service level, communication quality, lead generation and conversion, complaint resolution etc.)
- Develops quality control monitoring grids and documents
- Performs quarterly reviews of quality control performed by Lead Brand Ambassador
- Supports Lead Brand Ambassador in performing feedback sessions when required
- Oversees all aspects of operational management including people, process and knowledge
- Develops, updates and improves CRC processes, templates, policy handbook, aimed at enhancing client experience
- Ensures CRC is compliant with ISO 9001:2008 quality management system
- Briefs IT team on outbound campaigns (scripting, reports, automation etc.)
- Monitors monthly KPI reports (PowerPoint and excel format)
- Performs Bi-monthly status meeting with CRM ME Managing director
- Manages client relationships and meets with clients to determine requirements
- Contributes and ensures flawless execution of client's programs
- Liaises with client key contacts regarding day to day operational issues
- Keeps up to date on all program changes, planned marketing/communication/CRM activities
- Ensures timeliness and quality of client deliverables, reports, change requests and proposals etc.
- Originates actions to improve existing processes

Note that any further information needed is available upon request

May 2015 – May 2016 CRM ME, *Lead Brand Ambassador / Junior Account Manager* – Dubai, United Arab Emirates
(Van Cleef & Arpels)

- Keeps track of attendance, daily statistics, paid time off, sick time, etc.
- Manages team by walking around
- Be visible to answer questions
- Handles escalated calls and be available when agents appear to need assistance
- Handles inbound and outbound requests in case of overflow
- Allocates daily tasks and follow-ups to BA (reservation follow-ups, brand feedback, complaint investigative tasks etc.)
- Ensures daily dispatch of emails received through customer service email to available BA
- Develops contests, awards and themes in order to increase agents' loyalty and focus
- Produces performance, monitors productivity reviews and leads individual feedback sessions with BA aimed at continuous improvement
- Supports in recruitment and training of new staff
- Monitors quality control inbound calls, outbound calls, email response and data capture (target based)
- Leads individual and group coaching sessions on various topics including product knowledge, after sales services, complaint handling, brand policies etc.
- Assists in the development of supporting tools (product sheets, activity sheets etc.)

Oct 2013 – May 2015 Al Tayer Group, *Marketing Executive* – Dubai, United Arab Emirates

- Oversees and develops marketing campaigns
- Conducts research and analyzes data to identify and defines audiences
- Devises and presents ideas and strategies
- Manages campaigns on social media

Oct 2008 – Oct 2012 Nahar Al Shabab, *Writer and Editor* – Beirut, Lebanon

- Performs research, writing, editing, fact-checking, adapting and rewriting
- Proposes topics about which to write
- Selects and organizes the material to be gathered
- Decides what material will appeal to readers
- Offers comments to improve the work
- Suggests possible titles
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Qualifications:

- Communication skills (listening, reasoning, and delivering).
- Building and maintaining strong, long-lasting customer relationships.
- Enthusiastic character that creates an amiable atmosphere in the work group while delivering the required output.
- An eye for detail along with critical thinking.

Education: BA in Business Marketing from the Lebanese American University of Beirut

Languages and Computer Skills:

- Native Arabic, excellent in English, Good in French
- Competent in Microsoft office (Outlook, Excel, Word, PowerPoint) and Internet research

Skills, Extra-Curricular Activities, and Interests:

- Good listener, dynamic, patient, creative and a fast learner
- Volunteer at several NGOs (Dar Al Aytam, Assabil and Offre Joie) (2006-2010)

Note that any further information needed is available upon request

