

# Jinan Bilal Farshoukh

Lebanon, Beirut

Mobile: +961-71-547851

Email: jinan.farshoukh@gmail.com

## Objective

With a keen interest in business marketing, my primary objective is to join an organization that is dynamic and will provide me with the opportunity to acquire key learning in the field of Marketing and Communications in today's active work environment.

## Education

- **Arts, Sciences & Technology University in Lebanon** **Graduated 2014**  
Bachelor Business Administration, Department of Marketing
- **CIS Lebanon** **Graduated 2010**  
High School degree

## Work Experience

- **Mona Cool – Customer Service Supervisor** **September 2017 – Present**
  - Role: Supervising customer service personnel and monitoring their efficacy in a call center environment
  - Planning and following up with product maintenance and distribution
  - Crisis management
  - Filling daily and weekly status reports
- **Copy Write & Marketing Freelancer for Media Sept 2017** **July 2017 – August 2017**
  - Role as a copywriter: Translating customers' ideas into innovative products
  - Role as a Marketeer
    - Developing and maintaining E-Marketing strategies
    - Negotiating advertising opportunities with radio and tv stations
- **InfoPro – Marketing Executive** **November 2016 – June 2017**
  - Sales representative role: customer acquisition and retention
  - Defining prospects
  - Managing business events and hosting sales opportunities such as Business Opportunities in Lebanon, Go Green Conference & Real Estate Index Conference
  - Working within the company's public relations sector
- **Bank Al Baraka - Management Trainee** **April 2014**

- A trainee role that provided exposure to the day-to-day customer service operation within an award-winning financial institution
- The role was an opportunity to learn about the operational management and requirements of successful customer relations
- Exposure to various complex customer relations' scenarios
- **AUL - Administrative Assistant – MIS Department** **2013-2014**
  - Role consists of supporting the Chairperson with any requirements related to the department and its courses
  - Responsible for assisting the MIS department with various administrative tasks including:
    - Maintaining important student records within the department
    - Student advisory
    - Organizing and foreseeing the student registration process
    - Supporting day-to-day student requests and concerns
    - Ensuring smooth student services within the department

## **Skills**

- Strong interpersonal skills: Well-spoken in English and Arabic – excellent presentation capabilities
- A 'can-do' attitude with a passion for collaborative work Dynamic
- Detail oriented without losing sight of the bigger picture
- Multi-tasking skills with the ability to work on multiple projects simultaneously and meet tight deadlines if required
- Computer literacy skills include proficiency with MS Office (Word, PowerPoint and Excel)
- Fluent with Dolphin and Malietec platforms