

# Zahraa A. Fakh

Lebanese

August 25<sup>th</sup>, 1993

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Ain El Tine- Verdun Str.- Dunes Bld.- Block B- 7<sup>th</sup> Floor

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A confident, honest and hardworking individual with quick thinking young person whose being able to communicate and build relationships with potential clients, and a quick learner who can absorb new ideas and can communicate clearly and effectively with work colleagues, clients and senior managers. Knows exactly how to make a product or service stand out from the competition.

## EXPERIENCE

Phoenicia Hotel - SPA Department

Guest Relation Agent

November 7<sup>th</sup>, 2018 till February 15<sup>th</sup>, 2019

- Process all incoming and outgoing calls accurately and courteously.
- Taking reservations for Hotel Guest and clients.
- Answers and Transfers all incoming calls with IC Phoenicia standards
- Takes and delivers messages to the relevant guest or department
- Calls guests by name if known at all times and abides by principles of guest privacy
- Demonstrates understanding and awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety
- Performs related duties as assigned.
- Demonstrates worldly understanding.
- Used the Core System

KX fitness Gym

Senior Front Desk

January 15<sup>th</sup>, 2018 till April 3<sup>rd</sup>, 2018

- Answered phone calls, and scheduled appointments for personal training sessions.
- Maintained a record of all guests and members coming to the gym.
- Handled all incoming calls and answered the enquiries made.
- Assisted the Duty Manager in maintaining the gym.
- Administered the payments made by the members.
- Resolved all customer complaints.
- Provided exceptional customer service to all visitors and clients.
- Listed between customers and management and took feedback to improve the efficiency of service.

Arope Insurance, Verdun branch  
Intern / Customer Service - Sales Department  
June until August 2016

- Dealing with clients directly and indirectly.
- Used the program IMS.
- Was responsible of the renewals of the direct clients (walk in).

Optimedia, Verdun  
Intern /Advertising and Public Relations Department  
May 24<sup>th</sup> to July 28<sup>th</sup> ,2016

- Managing & maintaining product & data information within company systems.
- Working with the sales team to maintain and update pricing / listing details.

Sarah's Bag  
Sales Executive  
May 2012 until Mar 2016

- Following up on daily basis with clients, customers and suppliers Via E-mails & phone calls.
- Involved in drafting PowerPoint and Word pitches.
- Attending networking events & promoting the company.
- Involved in organizing planning and controlling exhibitions.

Optimum Chocolatier  
Sales Executive.  
January until March 2012

- Responsible for the shop during shifts.
- Dealing with all types of clients.

## EDUCATION

*High School Degree*  
*July 2012*

جمعية المبرات الخيرية - معهد السيدة سكينة  
CAP1 TO BT3

*University*

*January 2012 - June 2016*

American University of Science and Technology (AUST- Achrafiyeh).

B.A in Communication Arts "Radio and Television Communication" - SUNNY PROGRAM State University of New York.

## **CERTIFICATION**

November 2016

Certified from KRYOLAN as a makeup artist.

## **INTERESTS**

- Assisting Wadad Al Zahabi owner of “Simply Good Naturals”.
- Assisting Reem Khoder, owner of “929 design” jewels, during her exhibitions and work office.
- Free Lancer Makeup Artist.
- Worked with Samer Breiteh at “L’institute de Samer Breiteh” in Ain el Tine Pace et Luce.

## **ACTIVITIES**

- Technology
- Music
- Sports
- Reading

## **LANGUAGES**

- Arabic and English written and spoken fluently.
- French: Understand well (BASIC KNOWLEDGE)

## **SKILLS**

- Good working and knowledge in Microsoft Office Tools (Word, Excel, PowerPoint, Outlook).
- Internet Research
- Proactive, determined and able to work across all functions

## **REFERENCES**

- Available Upon Request.