

Name : Joelle Ajjan
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WORK EXPERIENCE:

Boecker : Sales Coordinator

From September 2017 till Present

- Maintain an updated mailing list (new and existing clients).
- Answer incoming calls and filter them appropriately through the rights channels to the right persons.
- Provide assistance in preparing draft of offers and contracts and send them for concerned person for validation and processing.
- Handle efficiently sales inventory and stationery in coordination with concerned department.
- Provide support in event organization and similar activities.
- Handle an effective filing and data entry on SCREAM.
- Assist, when needed and applicable, in conducting surveys.
- Deliver assistance in tender administration process, when applicable.
- Take minutes of meetings and communicate them accordingly.
- Help in the administrative part of renewal process (draft, follow-up, clients' contracts, etc.).

Crepaway : Customer Service

From September 2014 till September 2017

Duties:

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

EDUCATION:

AKU, AIN SAADE (CONTINUED MY BA HERE)
BUSINESS MANAGEMENT ADMINISTRATION, BA
2015-2017

UNIVERSITE LA SAGESSE, FURN EL SHEBBAK
BUSINESS, BA
2014-2015

SAGESSE BRASILIA, BAABDA
SCIENCE OF ECONOMICS
1997-2014

LANGUAGES:

- **ARABIC**, Native
- **ENGLISH**, Spoken Fluently, written also.
- **FRENCH**, Spoken Fluently, written also.

SKILLS:

- Microsoft Office (Word, Excel, PowerPoint)