

# Curriculum Vitae

*The same voice that says “Give Up” can also be trained to say “Keep Going”*

## 1. Personal Information

<b>Name</b>	<b>Joelle Kamal Maouche</b>
<b>Date of BIRTH</b>	<b>18/7/2000</b>
<b>Nationality</b>	<b>Lebanese</b>
<b>Address</b>	<b>Mcharafiyeh – Beirut</b>
<b>Marital Status</b>	<b>Single</b>
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## 2. Career Objective

My goal is to obtain a responsible career in life where I could optimally utilized my education qualification for making significant contribution in a progressive and dynamic organization, as well To obtain employment with a company that offers a positive atmosphere to learn and implement new skills and technologies for the betterment of the organization.

My main expectation is to continuously strive for higher achievement in life and establish myself as a perfect and accept challenging work and contributes forward the success of esteem organization by hard work and acquired skills because *“I value quality and refuse to settle for anything but the best”*.

## 3. Education

### **2018 - Present:**

1<sup>st</sup> year of Public Relations at The Lebanese International University (LIU)

- **Course Emphasis:**

Introduction to Communication Studies, Composition and Research skills, Workshop, Persuasion....

**2017- 2018:**

1<sup>st</sup> year of Law at The Lebanese University (UL)

- **Course Emphasis:**

Civil Law, Human Rights, Introduction of International Law, Labor Law, Public Law.....

**2016- 2017:**

Baccalaureate Degree in ES at Notre Dame Des Anges school - Badaro - Beirut.

### **3. Experience**

**April 2018 – September 2018:**

Secretary at Me. Abbas Berro Law Office - Saifi - Downtown - Beirut

Planning, organization, co-ordination and commitment:

- Manage client relationships.
- Maintain an updated client list.
- Studying legal status including rights and obligations of employees in companies.
- Studying and adjusting contracts between companies.
- Study and modify commercial contracts.
- Work in group and personally on several cases.

**June 2019**

Sales representative at LibanPost

Planning, organization, co-ordination and commitment:

- Manage client relationships
- Handling formalities
- Handling official documents
- Studying the necessary documents for each formality
- Handling money collection and money transfer
- Organizing parcels and mails

**July 2019 – August 2019**

## Call Center Agent at LibanPost HQ

Planning, organization, co-ordination and commitment:

- Manage client relationships
- Handling formalities
- Handling formalities through Home Service
- Providing the caller with the necessary informations
- Resolve issues regarding late formalities
- Resolve issues regarding parcels and mails
- Handling e-mails

### **August 2019 – October 2019**

Outdoor sales at Let'sgo4u card

- Planning, communication, sales, commitment
- Manage client relationships
- Handling orders
- Providing the customer with the necessary information
- Take responsibility for sold cards
- Handling whatsapp buisness
- Handling customers complaints

### **October 2019 – November 2019**

Telesales At Privileb card

- Planning, communication, sales, commitment
- Manage client relationships
- Handling orders
- Providing the customer with the necessary information
- Take responsibility for sold cards
- Handling whatsapp buisness
- Handling customers complaints
- Handling phone calls

### **July 2020 – September 2020**

BPO (Telesales , Data entry, Backoffice) at Media Solutions company

- Calling potential customers
- Contacting vendors
- Setting up meetings
- Organizing google sheets
- Posting products on the website
- Handling complaints
- Handling cutomers inquiries
- Daily reports to clients

### **September 2020 – Present**

Head of Department and office manager at Media solutions company

- Reviewing the agents tasks
- Following up with agents
- Maintaining of good work environment
- Dealing with clients inquiries
- Dealing with complaints
- Calling potential customers
- Contacting vendors
- Setting up meetings
- Organizing google sheets
- Posting products on the website
- Handling complaints
- Handling cutomers inquiries
- Daily reports to clients

## **4. Summary of Skills**

- Strong interest and passion for challenge
- Ability to communicate with others
- Ability to explain and to understand
- Performing administrative role
- Achieve the highest possible professional standards
- Flexible and Able to work under pressure

## **5. Hobbies**

- Sports that can show a sense of wanting to stretch myself and an ability to relay on myself in demanding situations as skydiving and mountaineering.
- Reading.
- Listening to Music.
- Tourism.

## **8. Languages**

- Arabic (Written Spoken) - Fluent
- English (Written Spoken) - Very Good
- French (Written Spoken) - Very Good

## **9. Computer Skills**

Strong knowledge of Microsoft Office applications

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*\*References and additional information are available upon request*