

# Elya E. Al Haddad

## Operations / Customer Service Specialist

### CONTACT



Lebanon, Beirut, New Rawda



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### EDUCATION

#### BACHELOR DEGREE

Translation  
Lebanese University  
2011– 2015

#### LEBANESE BACHELOR II

Science Economics (SE)  
Carmelite Fanar  
2009 – 2010

### TRAINING COURSES

#### CAMBRIDGE ENGLISH LEVEL

ALLC International House Beirut -  
American Lebanese Language Center  
(January 2019 \_ Under Process)

#### GLOBAL HR TRENDS SUMMIT

Mövenpick Hotel & Resort Beirut;  
*Organized by the Pworld*

#### QUALITY CUSTOMER SERVICE

(Hospitality Industry)  
CITEA Apart Hotel;  
*By Georgina Ibrahim*

#### CUSTOMER SERVICE & CARE

ADIR Dora;  
*Corporate Training*

#### BUSINESS MANAGEMENT SESSION

FIDELITY Jal el dib;  
*By Hrair Kouyoumjian*

### LANGUAGES

**Arabic:** Native Language

**French:** Fluent (Speaking, Reading, Writing)

**English:** Fluent (Speaking, Reading, Writing)

### TECHNICAL SKILLS

SHOPIFY (E Commerce ERP)  
Microsoft Word / Excel  
Microsoft PowerPoint / Outlook  
Gmail / Google Drive  
Social media platforms

### PROFILE

Experienced Customer Service Team Lead with a demonstrated history of working in the cosmetics industry. Skilled in Operations and Logistics, Microsoft Word, Customer Relationship Management (CRM), English, Teamwork, and Leadership.

### PROFESSIONAL EXPERIENCE

#### Customer Service Lead & Operations and Marketing coordinator FEEL22 (Think Digital S.AL.) Sin El Fil – Lebanon – October 2018 – Present

- Community management of the company's social media accounts.
- Providing regular support and feedback to the team members.
- Maintaining a level of excellence across the customer service process.
- Producing and analyzing reporting metrics on KPIs and assessing different ways of enhancing performances.
- Coordinating with other teams/departments to review ongoing customer based initiatives and proactively suggest way forward.
- Defining and executing cross-collaboration projects.
- Continuously implementing and updating the team training framework for new and existing team members.
- Assessing customer service, operation and marketing team based on defined framework and ensuring smooth communication of results across team members.

#### Operations Supervisor FEEL22 (Think Digital S.AL.) Sin El Fil – Lebanon – April 2017 – September 2018

- Experience in a fast paced sales environment driving performance to reach targets.
- Significant experience in servicing customer queries in both an online & offline environment.
- Experience of E-commerce merchandising best practice, with an understanding of user behavior.
- Experience of stock management and financial procedures.
- Experience of managing a team.
- Ability to effectively coach colleagues and communicate with senior management.
- Proven experience of a sales environment with the ability to proactively sell to an online/telephone audience.
- Understanding of E-commerce fulfillment process while maintaining high levels of customer satisfaction.
- Work with the Retail Management Team to formulate merchandising strategy and take responsibility for maintaining quality control of the execution in general.
- Ensure a seamless and positive customer and user experience at all times.
- Identify and explore new customer groups as appropriate, including new country delivery options from current website.
- Ensure that orders are delivered within the set time frames on all levels.

#### Operations and Recruitment Supervisor BESST S.A.R.L. Zalka – Lebanon – March 2016 – March 2017

- Maintaining office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing supply requisitions.
- Maintaining office equipment by contacting suppliers and comparing quotations.
- Completing operational requirements by scheduling and assigning employees; following up on work results.
- Maintaining professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contacting potential clients and recruiting candidates.
- In charge of the overall visual look of BESST website, including images, videos, and other digital media (Test all links and content to ensure that information is accurate, accessible, and user-friendly).
- Coordinate with business parties involved in the training industry to provide services for the market need.

#### Customer Service Executive ADIR Insurance, Byblos bank group Dora – Lebanon – September 2014 – January 2016

- Following up on the cycle of all bank insurance policies.
- Providing towing services for insured parties.
- Handling complaints/requests and providing recovery programs.
- Upselling/cross-selling insurance products/services over the phone.