



## JESSICA BOUTROS TANNOUS

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### Personal:

- **Date of birth**                      *26 October 1991.*
- **Marital status**                      *Single.*
- **Nationality**                      *Lebanese.*
- **Address**                      *Sed El Bauchrieh-Mar Takla Street.*
- **Telephone**                      *+96176384565*
- **Email**                      *Jessica.tannous@outlook.com.*

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**Profile:**    *I am a positive and hardworking individual, trained and experienced in resolving customer complaints and promoting conflict resolution, who always strives to achieve the highest standard possible, at any given task. I possess excellent communication skills, and I have the ability and experience to relate to a wide range of people. I enjoy learning new things, I can work very well under pressure and I have the sales experience to handle customer complaints and solving problematic situations.*

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## Career history:

*December 2018-Present:*

### **Comtek Services SAL-Huawei Service Center.**

#### **Experience consultant.**

##### ***Job functions:***

- *Investigating and solving customer service complaints.*
- *Preparing financial reports.*
- *Receive payment by cash, check, credit cards, vouchers, or automatic debits.*
- *Pay company bills by cash, vouchers, or checks.*
- *Responsible for the cleanliness of the service center.*
- *Answer customer's questions, and provide information on procedures or policies.*
- *Performing additional duties where needed.*
- *Responsible of sending morning and evening brief.*

*December 2016-November 2018:*

### **Teleperformance-Fattal group.**

***KFF Healthcare: Telesales-Invoicing.***

***Ministry Of health: Customer service representative.***

***Samsung Hotline: Technical support.***

##### ***Job functions:***

- *Maintain financial accounts by processing customer adjustments.*
- *Recommend potential products or services to management by collecting customer information and analyzing customer needs.*
- *Prepare product or service reports by collecting and analyzing customer information.*
- *Manage large amounts of incoming calls.*
- *Responding promptly to customer inquiries.*
- *Acknowledging and resolving customer complaints.*

*December 2015-October 2016:*

**The Lebanese association of development.**

***Loan analyst.***

***Job functions:***

- *Meet with applicants to obtain information for loan applications and to answer questions about the process.*
- *Analyze applicants' financial status, credit, and property evaluations to determine feasibility of granting loans.*
- *Explain to customers the different types of loans and credit options that are available, as well as the terms of those services.*
- *Obtain and compile copies of loan applicants' credit histories, corporate financial statements, and other financial information.*
- *Review and update credit and loan files.*
- *Review loan agreements to ensure that they are complete and accurate according to policy.*
- *Compute payment schedules.*

*October 2014-November 2015:*

**Tapirama-Lebanon**

***Sales associate/cashier.***

***Job functions:***

- *Greeting customers.*
  - *Operating cash registers.*
  - *Increasing in store sales.*
  - *Maintaining sales floor appearance.*
  - *Cross-selling products.*
  - *Directing customers to merchandise.*
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## Education:

Sidon University college.

Business administration.

Bachelor's degree.

October 2011-May 2014.

Lebanese University-Faculty of Education.

French and Arabic education.

October 2012-May 2014.

Lebanese University -Faculty of Information.

Information management.

Masters 1.

October 2016-May 2017.

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## References:

Available on request.

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