



Joelle Chammas

Sales Associate

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📍 Naqqash, Maten, Lebanon

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🌐 joelle-chammas

Enthusiastic and knowledgeable Sales Associate, specializing in up-selling software solutions and services and dealing with difficult customers.
Solution-oriented team player surpassing quotas and rated highly in customer satisfaction surveys.

Work Experience



📍 Beirut, Lebanon

Business Development Officer, Ecomz

08/2019 - 11/2019

An ecommerce management solution disrupting the online shopping experience in the MENA region.

- Executing Inbound Sales best practices using the HubSpot Sales Software
- Balanced excellent customer service while reliably competing with regional players
- Resolved customer complaints and negotiated solutions
- Increased sales using digital cross-sell and up-sell consultative techniques



📍 Beirut, Lebanon

Head of Customer Service, Designer-24

08/2018 - 08/2019

A growing fashion startup working with local and international designers to deliver high quality designs with top-notch customer service.

- In charge of dealing with customer expectations and inquiries
- Clear communication processes to explain our products and services to clients
- Exceeding customer expectations while handling complaints
- Demonstrated product knowledge as well as a polite and friendly service according to shopper experience satisfaction surveys



📍 Beirut, Lebanon

Flight Attendant, Middle East Airlines

04/2018 - 08/2018

The national flag-carrier airline of Lebanon, recognized as one of the top airline companies regionally.

- Recognized for exceptional passenger treatment of different cultures
- Abided by the standard techniques of passenger safety and comfort
- High attention to detail and on-point punctuality
- Learned teamwork best practices while receiving constructive feedback from leadership and colleagues



📍 Beirut, Lebanon

Sales Assistant, The Koncept Store by Krea

04/2017 - 04/2018

A fashion store known for its unique outfits and stand-alone designs.

- Maintained good relationships with customers
- Operated Point of Sales systems
- Aided customers to receiving a good experience at the Koncept Store



📍 Dekwaneh, Lebanon

Administrative Assistant, Liberty Insurance

02/2015 - 04/2018

An insurance company specialized in car insurance and consultation services.

- Advising, and selling policies to potential customers
- Acquired reporting and data entry techniques and maintaining records of customers



📍 Beirut, Lebanon

Sales Assistant, Azadea

02/2015 - 04/2018

One of the leading retail companies in the MENA, known for managing some of the most successful fashion brands in the region.

- Maintaining high level customer service
- Arranging display, receiving and storing the delivery of large amount of stock

Skills



Digital Sales



Inbound Sales



Deal Pipeline Management



Communication



Data Entry



Time Management



Punctual

Certifications



HubSpot Academy
Inbound Certified



HubSpot Academy
Inbound Sales Certified

Higher Education



Human Resources
2015-2018

Languages



Arabic
Full Professional Proficiency



French
Full Professional Proficiency



English
Full Professional Proficiency

Interests



Nature retreats



Cooking



Animal Lover



Reading