

Giselle Ibrahim Osman

Beirut, Koraytem

Lebanon

Email: ibrahimgiselle@gmail.com

Professional Profile

As an experienced office administrator who enjoys being busy and who takes a great pride in organizing and supporting others, I am looking forward to advancing and furthering my professional record to gain new skills and knowledge, and improve my ability to do my best work and better position myself for opportunities in my career. Right now I would like to join an ambitious company or firm where staff are encouraged to flourish.

Education

Columbia International College. CIC

ESL program (intensive English)

Hamilton, Ontario. Canada

2009

Instituto Universitario de Tecnología de Administración Industrial

Bachelor Degree - Marketing

Caracas, Venezuela

2010 - 2013

ESDEN Business School

MBA in Fashion Management

Barcelona, Spain

2016 - 2017

Work Experience

Personaling (Online shop)

Administrative Assistant

Caracas, Venezuela

2013 - 2014

- Ensuring that costumers are provided with the best service
- Assisting with the ordering and processing of stock
- Preparing and setting up merchandise for sale
- Preparing and setting up merchandise for shipment
- Recruiting and training of staff
- Update website content (products, promotions)

- Report any operational/technical issues arising
- Ensure that the stockroom is organized
- Answering phone calls and taking messages
- Customer service representative

ZARA (training program)

Caracas, Venezuela

2014

- Welcome and advise customers
- Ensure products are well displayed
- Handle payments (with cash, credit, debit or check)
- Receive and arrange orderings and deliveries of new merchandise
- Demonstrating product knowledge to client
- Answer questions asked by clients
- Answer calls
- Customer Service Representative

Phoenix World Trade Inc. (fashion and lifestyle retail company)

Office Administrator - secretary

Caracas, Venezuela

2015 - 2019

- Organizing and maintaining libraries, documents, and files
- Proofreading documentation
- Preparing agendas, and meetings
- Schedule and make appointments
- Organizing travels, including flights, transfers, and accommodations
- Answering calls
- Being discreet in the handling of sensitive and confidential matters

Community Service and Volunteering

La Casa Hogar Maria Goretti

Margarita, Venezuela

2013

Children's Cancer Center

Volunteer in Administration

Beirut, Lebanon

2019

- Mailings and letter writing
- Arrange events (linked to holidays, brunches, yard sale, gathering theme)
- Events in universities
- Assist the CCCL fundraising team with field work when needed
- Selling CCCL's merchandise

Skills and Interests

- Skills: Teamwork, verbal and communication, loyalty, adaptability, proofreading, typing, researching, self-motivated, flexibility, good customer interaction, detail oriented, time management, adept with technology, animal lover.
- Computer skills: Microsoft Office, Outlook, web surfing/researching.
- Languages: Spanish (native language), English (fluent), Arabic (basic), French (basic)