

# Maria Papazian

DOB: 24-8-1987

## Contact

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## Education

Arab Open University  
Bachelor of Arts in Business  
Studies with Systems  
Practices - 2013  
Arab Open University  
Master's Degree in Business  
Administration - Pursuing

## Key Skills

Engaging in collaboration  
Analytical thinking  
Leadership  
Effective decision making  
Problem solving  
Productivity and accountability  
Adaptability  
Communication

## IT Skills

Microsoft Word  
Microsoft Excel  
Microsoft Outlook  
Microsoft PowerPoint  
Office 365  
PIMS  
Adobe Illustrator  
Adobe InDesign  
Adobe Acrobat

## Languages

English  
Arabic  
Armenian

## Objective

Build a career, driven by passion, hard work and expertise. Be part of a professional team that works towards achieving company's objectives.

## Experience

2017 - 2019

Office Manager • Behaco SARL

- Invoicing and billing, preparing quotations for new orders and proposals.
- Working with the salesmen at the beginning of the day and coordinating with them during the day for any new orders.
- Issuing receipts, refunds, credits, or change due to customers.
- Closing journal entries on a daily basis.
- Handling administrative tasks.
- Taking orders over the phone and managing any customer complaints or inquiries.

2016 - 2017

Consultant • FP netWorth SAL

- Analyzing information, preparing reports and documents.
- Carrying out research and preparing proposals.
- Attending client meetings.
- Testing newly developed software programs and discovering the bugs, enhancements and suggestions related to the program (quality control).
- Preparing user guides, manuals (technical writing).
- Undertaking various management consultancy tasks, which are related to market study and business plan.

2012 - 2016

Customer Services and Coordinator • Ojamco Group SARL

- Handling customers' requests and claims with precision, as well as devotion.
- Dealing with customers' problems, concerning technical issues related to products, in addition to inconveniences related to the finance.
- Reporting the problems to the relevant departments.
- Following up with customers, to check if their problems were solved and their requests were provided upon their preferences.
- Calling a list of customers who have debts and checking if they have prepared a payment for the company.