

Jana Zahwi

Customer Service Representative

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Summary

- A customer service professional with more than 2 of experience in the customer service industry. Highly skilled in problem solving and conflict resolution. Proven ability to build relationships with customers and provide exceptional levels of customer service. Committed to providing excellent customer service and maintaining a high level of customer satisfaction.

Experience

EMPLOYEE | CLEARING AUTHORIZING AGENT | FEBRUARY 2021-FEBRUARY 2022

- Maintaining a positive, empathetic and professional attitude toward customers at all time.
- Processing orders and applications.
- Offer a professional customs clearance and representation service to traders through importing and exporting.

TRAINEE | BLOM BANK | AUGUST 2019-APRIL 2020

- Receiving and placing customer service telephone calls.
- Collecting on past due accounts, whether they are mortgages, car loans, business loans, or credit cards.

TRAINEE | ARAMEX | APRIL 2019-JULY 2019

- Resolving customer complaints
- Managing database records and drafting status reports on customer service issues.
- Communicating with customers through various channels.

Education

MASTER DEGREE | SEPTEMBER 2020 | LEBANESE UNIVERSITY

Economics of banking and finance.

BACHELOR IN ECONOMIC SCIENCES | JUNE 2018 | LEBANESE UNIVERSITY

Economic sciences.

Skills & Abilities

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|-------------------------|--------------------|
| • Good listening skills | • Time management |
| • Communication | • Self-motivation |
| • Computer skills | • Problem- solving |
| • Team work | • Creativity |
| • Quick learner | • Data analysis |

Certifications

- Creative thinking training
- Integrated curriculum program
- Social media marketing

Languages

•Arabic	•English	•French
Native proficiency	Full professional proficiency	Limited working proficiency