

# Maryanne Ishak

International Business Student

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Hard working international business management graduate with proven leadership and organizational skills. Seeking a career, to leverage my 3 years of customer service experience, public speaking skills, and management skills.

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## ❖ Experience

### **2018-2019| Accountant:**

World Net Hotels, Dekwaneh

- Post customer payments by recording cash, checks, and credit card transactions.
- Post revenues by verifying and entering transactions from local deposits.
- Update receivables by totaling unpaid invoices.
- Resolve valid or authorized deductions by entering adjusting entries.
- Resolve collections by examining customer payment plans, payment history, credit line; coordinating contact with collections department.
- Summarize receivables by maintaining invoice accounts; coordinating monthly transfer to accounts receivable account; verifying totals; preparing reports.
- Protect organization's value by keeping information confidential.
- Prepare checks.
- Prepare to deliver orders to be sent to customers abroad or in Lebanon.
- Verify the validity of account discrepancies by obtaining and investigating information from sales, trade promotions, customer service departments, and from customers.

### **2016-2018| Receptionist:**

Pangea Beach Resort and Spa, Jiyee, Lebanon

- Welcoming visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directing visitors by maintaining employee and department directories; giving instructions.
- Maintaining safe and clean reception area by complying with procedures, rules, and regulations.
- Receiving payment by cash, credit cards, and vouchers.
- Issuing receipts, refunds, credits, or change due to customers.
- Counting money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Resolving customer complaints, answering their questions, and giving them information

**2015-2018|Assistant to Dean of Business, Dean of Education and Dean of Graphic Design:  
2015| Assistant to the Communications Office**

Middle East University, Sabtieh, Lebanon

- Putting Schedules for the students (BBA, BA, MBA, MA, MAT, & TD)
- Tracking Grades, Correcting Tests
- Tracking alumni
- Communication Office Assistant, going to orientations, gathering information of students
- Helping in organizing seminars and conferences

**2017-2018|Sales Associate:**

Parfois, City Center, Hazmieh, Lebanon

- Selling products and services using solid arguments to prospective customers
- Maintaining positive business relationships to ensure future sales
- Performing inventory every couple of months

**Education**

- *Eastwood College, Kfarshima*

Nursery until Grade 12| Sociology & Economics

- *Middle East University, Sabtieh*

International Business| 3 Years

While being a student there:

- I was Secretary in the Student Association at Middle East University.
- I was first a Cashier at Pangea Beach Resort & Spa, for the entrance of the beach then promoted to the receptionist position.
- I Attended and Volunteered at conferences like Oil & Gas Symposium| Middle East University, Sabtieh.

❖ **Skills**

- MS Excel - Advanced (Pivot Tables...).
- MS Word- (tables...).
- Socrate System
- Organized and prioritized personal schedules.
- Verbal Communication – with customers or students.
- Leadership- able to motivate and direct others.

❖ **Additional Section**

- Worked in a forum for 4 days, “Art of Living Exhibition”, for Maison Mosaic as a Sales Associate
- *Languages:*
  - English: Fluent
  - Arabic: Fluent