

Gaëlle Yaacoub

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[LinkedIn Profile](#)

SUMMARY

A self-motivated business graduate with proven communication, sales, and marketing skills. A hard worker willing to learn new techniques to perform my duties in the most effective and efficient way possible.

WORK EXPERIENCE

Waitress – *Crepaway*

July 2018 – February 2019

- Developed patience, positive attitude, listening skills as well as the willingness to go the extra mile.
- Meet and exceed each customer's expectations.
- Able to read customers as well as using positive language.
- Write customers order on order slips to re-enter into computers for transmittal to kitchen staff.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problem that might occur.

Intern – *Credit Bank*

June 2018 – July 2018

- Developed my interpersonal skills and perceived the importance of customer service at the bank.
- Handling and organizing social media and marketing campaigns.
- Interacting with clients and learning to identify and satisfy their needs.
- Gained hands-on experience with banking operations, loans and credit cards.
- Briefing with other team members in different departments.

Hostess – *Welcome Agency*

June 2014 - September 2016

- Greeted and welcomed clients with a warm, friendly, and positive attitude.
- Seating guests at tables or in waiting areas.
- Engaging with guests to ensure they're happy with food and service.
- Responding to complaints and helping to resolve them.

EDUCATION

BA in Business and Management – *USJ, Huvelin*

Lebanese Baccalaureate (Sociology & Economy) – *College des Frères Unis*

PROFESSIONAL SKILLS

- Mastery of Microsoft Office programs (Word, Excel, PowerPoint, Access)
- Comfortable working in Microsoft Windows 10.
- Excellent communication skills with a focus on team-building and customer relations.
- Outstanding multitasking, and problem-solving abilities.
- Proficient in squirrel system.

VOLUNTEER EXPERIENCE

Scout de L'independance - *Non-Profit Organization*

2013 - 2017

LANGUAGE COMPETENCIES

- English: fluent (speaking, reading, and writing)
- Arabic: Native language
- French: Fluent (speaking, reading, and writing)