

Marwa AbedAli

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Objective

Ambitious and highly motivated person, seeking for a job involving responsibility and working with others as a team member in order to achieve advancement and growth for the company.

Experience

Operations Officer

Jaleesa Beirut, Lebanon
September-2018 - Present

- Recruit, interview and train sitters
- Office management
- Data entry
- Payroll
- Investigation and problems resolution
- Process improvement
- Identifying various compliance issues and strategic planning and development.
- Handle hotline
- Support the assessment of sitters suitability and liaise with sitters
- Manage relationships with clients

Customer Service Representative

Teleperformance /Touch project
Beirut, Lebanon
February-2017 - August-2018

- Manage large amounts of incoming calls
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Give customers information about products and services
- Follow communication procedures, guidelines and policies
- Cancel or upgrade services after taking data protection information

Lab Technician

Khalifa Medcal Center Beirut, Lebanon
June-2017 - July-2018

- Cross worked and trained in different departments
- Direct dealing with patients at reception and phlebotomy utilizing exceptional communication skills
- Perform and interpret laboratory results, demonstrating a keen ability to identify and correct discrepancies at different departments including, bacteriology, parasitology, andrology, hematology, endocrinology and chemistry.
- Ability to organize, prioritize, coordinate and perform tasks concurrently during periods of heavy loads and minimal supervision.
- Ensure quality control of laboratory procedure, staff communication and consultation, and equipment functioning.
- Preparing media and reagents
- Processing, documenting and printing lab results

Tutor

Private Beirut, Lebanon
January-2010 - October-2016

One-on-one educational assistance to secondary school students or to adults
Subjects that include: English, Biology, Chemistry, Physics and Math

Education

BS Biomedical Science

Lebanese International University Beirut
2016

Certifications & Courses

Certificate of participation in First Aid training (2013 , 2019)

Certificate of completion of customer care training and nesting program (2017)

Certificate of Colloquium (Lebanese Ministry of Health, 2017)

Certificate of attendance for Project Management workshop (2017)

Certificate of participation in the Third Global Classroom-Lebanese American University/ Model United Nations, National High School Conference (2010)

Internships

Al Sahel Hospital (1 month, 2015-2016)

Al Zahraa Hospital (6 months, 2015-2016)

Al Kayan Medical Center (3 months, 2014-2015)

Rassoul Al Azam Hospital (3 months, 2013-2014)

Skills

- Customer assistance
- Strong communication, negotiation and motivational skills
- Awareness of internal and external customer needs

Languages

Arabic

Advanced

English

Advanced