



Salim Diab Alarab

11-1-1993

Experience

1/4/2012–1/5/2014

Crew trainer • Cashier • Macdonald Restaurant (Beirut,Sami Elsoloh)

Sales , customer serving , promoting .

Certificate : MCDONALD'S AMBASSADOR - Employee of the month

1/6/2014–1/6/2017

**Call Center Agent • Customer Services Rrepresentative • Touch
Telecommunication services Company**

-Manage large amount of incoming calls

-Generate Sales Leads

-Identify and assess customer's needs to achieve satisfaction

-provide accurate information by using company's software and tools

-Handle customer complaints , provide a appropriate solution within
time limits .

-Follow communication procedures , guidelines and policies .

**Certificate : completed the costumer service training for contact
centre representative position**

2010–till now

**Online digital marketing and Ecommerce Couching , Managing &
Specialist**

-Managed Team across Ecommerce Administration of 30+ online
Stores

-Increased revenue by 35% and increased profits by +300%

-Supervised a team of 10 that maintained operations of Ecom Platform

-Run more than \$200K on Facebook Ads for clients

-implemented e-content strategy as well as conducted ongoing online
catalog audit & identified areas of improvement



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Key Skills And Competencies:

- Proven ability to manage through others.
- Strong decision making and problems solving skills.
- Able to motivate and lead others in a team environment.
- Excellent communication skills, both written and verbal.
- An ability to build rapport and trust quickly with work colleagues.
- Able to Priorities tasks and workloads in order of importance.
- Track record of delivering results with deadlines.

Education

Makassed Abdel Hadi ElDibess institute , Beirut

- Technical Baccalaureate in Information Technology (BT3)

American University For science & Technology , Beirut

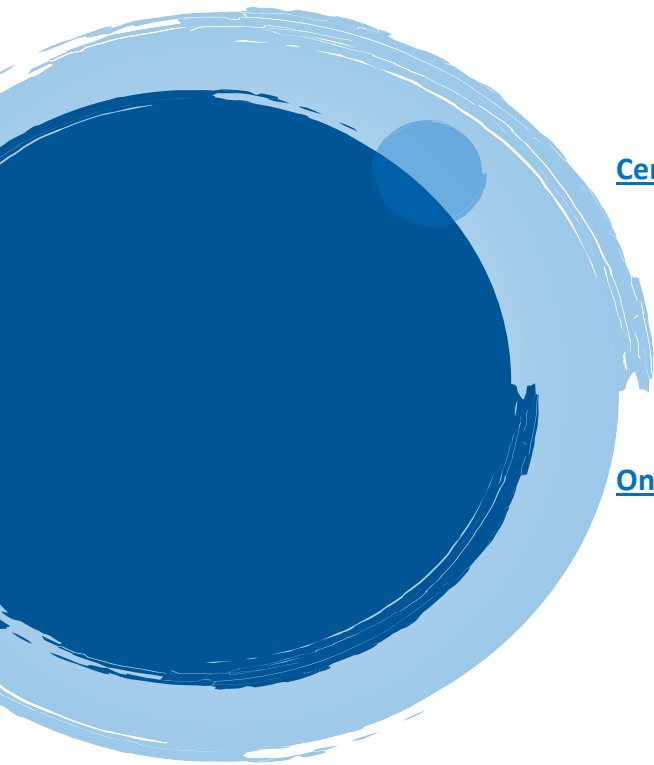
- Ungraduated 3rd year in information technology

Personal Profile

- My key strengths include strong analytical and numerical skills.
- A keen eye for detail and quality, and positive communication and interpersonal skills.
- I enjoy working in a team and helping others to progress. At the same time I work well independently

Skills

- Communication Skills
 - Creativity
 - Computer skills
 - Customer services
 - Team Work skills
 - Leadership Skills
 - SEO/SEM
 - Social Media Marketing Advertising
 - Digital Marketing Manager
 - Sales funnel Management
 - Web Designing Skill
 - Email Marketing Skills
 - Email Automation
 - Performance Tracking
 - Organizational skills
 - Microsoft (Azure , Microsoft Office 365)
 - Adobe (Photoshop , Illustrator , After Effect , Acrobat)
 - Google (Analytics , AdWords , SEM , SEO)
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Certificate

- Technical Bacculaureate in Information Technology (BT3)
- NETWORKING DEPLOYMENT AND MANEGMENT
- CCNA (Cisco certified Network Associate)
- COMPUTER NETWORKING PROFESSIONAL (London Academy of professional training)

Online Certificate

- Google : Online marketing fundamentals qualification
- Diploma in Project Management
- Leadership and Team Development
- Basics of project management
- Change Management
- Risk Management

References

[Available upon request.]

