

Rafka Mikael BOU SAAB
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Personal Data

Nationality: Lebanese
Marital status: Single
Place and date of birth: 11-12-1993, Roumieh

EDUCATION

Sept. 2017 – July 2017 Lebanese University second Branch
M1 Maters in Political Sciences

Sept. 2011- June2015 USEK-Holly Spirit University of Kaslik
Bachelor degree in International Relations and Foreign Affairs

June 2011 OLM: Notre Dame de Machmouchee Lebanese Baccalaureate: Sociology-Economy

EXPERIENCE

Barista Espresso:

Operational Customer Service Officer (September 2019 till date)

Duties:

- Managing sales and Maintenance requests and operations,
- Handling customers complaints and issues
- Loyalty program and application
- supporting indoor sales in the showroom
- Happy calls
- contacting foreign customers via emails and website chats SAP System
- preparing sales orders
- AR invoices
- Delivery
- AP invoices Sending machines request for consignment and sale
- preparing contracts
- indoor and outdoor maintenance requests and technicians forms In addition to daily and monthly reports.

ABC Lebanon:

ABC Senior Customer Service Representative (March 2017- October 2019)

Duties:

- Training for new joiners
- Loyalty Program, CRM & Adding points
- Wedding and Birth lists : participations & redemptions
- Tax Free
- Gift Cards (Online gift Cards)
- Mobile Application
- Co-Branded Loyalty Cards (Credit Card creation and activation on the CRM system),
- Official Invoice
- Reports (Tax Free, Wedding & Birth ...)
- E-Archiving on SharePoint system
- Marketing Events.
- Solving Complaints, Customer's assistance, Team work, Huddles

ABC Communication & Brand Ambassador (December 2018 – October 2019)

- Shedding the light on Internal Employees
- Presenting Employees' New Ideas, Best Practices, Wins
- Escalating Employees Needs
- Printing out News, Events, Happenings
- Delivering ABC promotions & Events through the social media (Facebook/Instagram/Websites...)

Free Marketing at Market line: Dawra, Saint-Joseph Center (oct.2014-oct2015):

- Dealing with customers
- Outdoor sales
- Marketing (Booklet Editing)

Private teacher (four years):

Grade 1-2-3-4-5-8 (Agenda)

INTERNSHIP

Training at Lebanese Parliament: (5 Months) (Sep.2013-Jan.2014) + continuous sessions .Certificated.

- The program between the UNDP and the Lebanese Parliament about human rights

- Taking knowledge about the work of the international offices in the Lebanese parliament.
- Final projects

Accomplished projects:

□□**The Rainbow Warrior affair**

□□**UN Organization and its workshop with the Syrian refugees**

□□**The body language and Lies detection**

□□**The League of Arab states**

□□**The relation between the Lebanese parliament and the UNDP**

SUMMARY SKILLS

Throughout my employment periods I have proven the following:

- Analytical and critical thinking.
- Leadership traits.
- Maturity in dealing with different cultures and problem solving
- Time management
- Work well under pressure
- Team work
- Communication Software & Tools
- Videography
- Verbal & Written Communication
- Public Speaking
- Researches Skills
- Computer Skills: Word, Excel, Power Point and internet and social media, Soft pharm, CRM System, POS, E-mail (Outlook)
- SAP System

LANGUAGES

Arabic: native language
 Fluent in English and French

Intermediate knowledge in Italian

HOBBIES

Writing songs and Singing

Reading all kinds of books (political analysis s)

Writing political analysis

Up to date with political news

Social work: Scouts and workshops

REFERENCES

Aliya Boustany 70450118 (direct manager)