



Carmen Haber

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Career Objective: I am looking for a challenging job 10 years' experience as Senior Sales Coordinator, HR officer, Banks relationship and customer service in American Express, recently become a Sworn Translator.

Personal Information

Birth Date: 05-05-1985

Residence Location: Ballouneh, Main Street, El Haber Bldg, Bloc A, 1st Floor, Keserwan Lebanon

Professional experience

July 2009-to present:

American Express

**HR officer, Senior Cards Sales, customer service,
managerial/administration**

Main Function: Presenting and selling company products and services to current and potential clients towards achieving business aims.

Direct Selling Responsibilities:

- 1-Prospecting
- 2-Pre-call planning
- 3-Building customer relationships
- 4-Attracting customer attention & interest
- 5-Uncovering customer needs
- 6-Making sales presentations
- 7-Handling objections
- 8-Closing the sales
- 9-Free screening application before Pre-Approved
- 10-Filing

Indirect Selling Responsibilities:

- 1-Handling complaints
- 2-Maintaining customer relations
- 3-Market intelligence
- 4-Collections
- 5-Office work
- 6-Preparing status reports

Education

From 2004 till 2009: University Holly Spirit of Kaslik.
(Translation & languages)

From 2007 till 2009: Instituto Cervantes de Espagnol
(Spanish)

Computer Skills

Windows: Ms Office (Word, Excel, Power Point....), Internet, Email

Languages

Arabic: Mother tongue

French: Reading, writing & speaking fluently (French educated)

English: Reading, writing and speaking fluently

Spanish: Reading, writing and speaking

Special Training

Achieving Sales and Service Excellence

Essential Sales Skills

Communication Skills

Business Writing Skills

Interests and Activities

Watching documentaries and reading (about management, new technologies and discoveries), practicing sports (aerobics, walking...), oriental dance.

Refferences

Mr. Mohamad Danish, HR manager at American Express
([0097339662696](tel:0097339662696))