

Dana Nasser

Management Information System Executive

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Beirut, Lebanon

SUMMARY

An intellectually curious and self-motivated Management Information System graduate with a passion for technology, seeking a meaningful role to begin my career in MIS and make a positive impact on customer experience. Having Excellent capacity to retain new things and willing to travel and grow through continuous and professional development.

EXPERIENCE

04/2022 - Present

Customer Service/Data Executive

Beirut Living Real Estate - Mar Mikhael

- Made sure that data collection procedures are in line with all relevant rules and guidelines
- Assisted with all digital media inquiries, understood each client's unique needs and provided solutions specific to their interests and restrictions
- Utilized Salesforce as CRM software to handle inquiries and communicate with the agents
- Compiled and updated reports of over 400 properties with details regarding location, prices, availability and features and more

03/2021 - 03/2022

Customer Service

Lyne Gandour Dance Academy - Verdun

- Handled 30+ calls daily, with duties including signing up new customers, retrieving customer data and presenting relevant services information
- Regularly upsold customers on services, generating an extra 20,000,000 LL. per month on average
- Memorized entire line of company products & services, including prices and special discounts

11/2020 - 03/2021

Sales Representative

JoueClub - Verdun

- Gained valuable experience in using effective sales techniques
- Had strong organizational and planning skills with close attention to details
- Worked well under pressure; especially during holiday seasons when the store was at its busiest
- Built great relationships with customers and colleagues

EDUCATION

2022

Lebanese International Universiry
Bachelor Degree in Management Information System

SKILLS

Effective Time Management	Expert	Microsoft Excel	Intermediate
Communication Skills	Expert	Java	Beginner
Team Work	Expert	Python	Beginner
Fast Learner	Expert	SQL	Beginner

LANGUAGES

English	Fluent	Arabic	Native
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