

# TRACY MAKDISSI

BUSINESS AND MANAGEMENT GRADUATE

📍 Address: Fanar, Sainte Famille Street, Philippe El Hage Bldg, 1st floor

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Gender: Female | Date of birth: 2/10/1997 | Nationality: Lebanese

## EXPERIENCE

Toters Delivery

June 2023 - Present

### Customer Experience Specialist

- Managing customer inquiries through phone, email, and chat
- Providing accurate and efficient technical assistance
- Developing an in-depth understanding of company products and services
- Creating and maintaining customer service records and documentation
- Implementing and refining customer service processes
- Ensuring overall customer satisfaction

Whish Money - Talaco

May 2022 - April 2023

### Customer Service Representative

- Handled incoming calls and inquiries from prospective clients
- Resolved customer complaints and disputes effectively, ensuring satisfaction
- Provided comprehensive information about products and services
- Engaged in discussions about products, ensuring customer understanding and satisfaction
- Tactfully handled confrontational and stressful interactions with the public
- Completed necessary paperwork and performed accurate data entry
- Captured customer information precisely for accurate record-keeping
- Processed orders, forms, transactions, and requests efficiently

United Nations Economic and  
Social Commission for  
Western Asia (ESCWA)

Aug 2021 - Nov 2021

### Human Resources Intern

- Receiving and delivering relevant emails. (PDS, Ground Pass, Organizing signed documents...)
- Delivered papers to be signed, such as: Pension forms, attestations, and certificates. Also prepared documents that are required to be sent through mail
- Handled and checked time and attendance in different departments
- Prepared discrepancy sheets, and recorded staff attendance on a daily basis
- Posted and shared job openings to increase outreach on different levels

Makhzoumi Foundation

Sept 2020 - Oct 2020

### Crew Member

- Gathered information from the people affected by the Beirut blast explosion to assess the damages and take actions accordingly

Lebanon & Gulf Bank S.A.L.  
(LGB)

June 2019 - July 2019

### Intern in Operational and Commercial Section

- Assisted in cash deposits and withdrawals, check operations, inward and outward transfers, forex transactions and payment bills
- Assisted in opening of accounts
- Learned about bancassurance products and plastic cards
- Supported with the applications for housing and commercial loans

FLYP URBAN Park

June 2019 - July 2019

### Counselor

Summer Camp Le Village du Cocon

Aug 2018 - Sept 2018

### Counselor

EDUCATION

Université Saint Joseph 2017 - 2020	BBA in Business and Management
Collège de la Sainte Famille 2000 - 2016	Lebanese Baccalaureate II Life Sciences

SKILLS

Communication	<div><div></div></div>
Teamwork	<div><div></div></div>
Detail Oriented	<div><div></div></div>
Problem-Solving	<div><div></div></div>
Fast Learner	<div><div></div></div>
Work Under Pressure	<div><div></div></div>
Microsoft Office	<div><div></div></div>

LANGUAGES

French	<div><div></div></div>
English	<div><div></div></div>
Arabic	<div><div></div></div>

REFERENCES

Available upon request

HOBBIES

Scouting  
Girl Guides 2007 – 2008  
Ping Pong  
Volleyball  
Ceramic Art  
Photography