

JOËLLE AL KATTAR

Blat, Byblos, main road, Elie Bassil building 2nd floor
Phone: +961 3 413 107; Email: kattarjoelle@gmail.com
www.linkedin.com/in/joelle-al-kattar-0a64a6151

MY PROFILE

A dynamic hard working sales consultant with excellent interpersonal and communication skills. Enjoys being part of a productive team and helping clients with excellent customer care experience. Currently looking for a new opportunity to join a company that offers long term progression and stability.

EXPERIENCE

SALES CONSULTANT AND CUSTOMER SERVICE / OCT 2009 – JAN 2020

Antoine Saliba World of Jewelry, Byblos

- Displaying merchandise.
- Providing a friendly and helpful service to customers.
- Respond to new and current client base regarding complaints and service enquiries.
- Taking payment information and other pertinent information such as addresses and phone numbers.
- Placing and cancelling customer orders via phone.
- Keeping stock control systems up to date and making sure inventories are accurate.
- Be a “brand ambassador” that represents the company’s brand and values.
- Monitoring the situation of the market, ups and down, finding out the competitors and latest innovation of the products.

KEY SKILLS

- Demonstrating good product knowledge.
- Ability to work as part of a team in a busy environment and under pressure.
- Polite, helpful, sociable and patient.
- Collaborative and empathetic.
- Thorough grasp of customer needs.
- Flexibility to do different tasks.
- Ability to use selling techniques to promote and upsell.
- Ability to boost online sales.
- IT skills : Word, Excel, Power Point, Inventory management software.

CERTIFICATES

Customer Segmentation and Prospecting - March 2020

Northwestern University, Illinois

Connecting with Sales Prospects - April 2020

Northwestern University, Illinois

WRITTEN & SPOKEN LANGUAGES

- Arabic – native
- French – fluent
- English – intermediate level

EDUCATION

BA IN BIOCHEMISTRY / 2006 - 2009 Lebanese University Faculty of Science, Fanar
HIGHSCHOOL STUDIES / 1992 - 2006 Collège des Soeurs des Saints Coeurs Byblos

REFERENCES

References and certificates available upon request.