

Jana Ghazzawi

A well determined person keeping in mind the "I can do it" motto. After acquiring my double master's degrees from Université Saint - Joseph (USJ) and IAE de Tours and identifying my skills, I feel qualified and motivated to pursue a career in the marketing and business world.



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Beirut, Lebanon 📍

EDUCATION

Baccalauréat en Gestion et Management Université de Saint-Joseph

09/2014 - 01/2018

Saida

Masters in Marketing de services Université Saint-Joseph

09/2018 - 06/2020

Beirut

Courses

- SPSS
- Digital and mobile strategies
- Display and search
- Client Experience Analysis

Masters in Marketing Université IAE de Tours

09/2018 - 06/2020

Tours, France

Courses

- Experimental Marketing
- Yield Management
- Social media administration
- Multicultural context of negotiations

INTERNSHIP

Customer Service Representative MST Travel agency

06/2017 - 09/2017

Tyre

One of the leading travel agencies in Tyre.

Achievements/Tasks

- Develop all social media marketing and ads
- Generate and identify potential customers
- Communicating with VIP customers
- Handling complaints and getting feedbacks, investigating their problems and finding proper solutions in order to create customer engagement
- Meeting the needs of customers by presenting our services and providing them with the adequate ones
- Organizing sales visits
- Negotiating contracts and packages

SKILLS

Active listening



Communication skills



Emotional intelligence and body language understanding



Time management



Attentive to details



Teamwork



Microsoft Office



Problem solving skills



Persuasion skills



SPSS



ORGANIZATIONS

ROTARACT CLUB (06/2016 - 01/2017)

Rotaract club member

LANGUAGES

English

Full Professional Proficiency

French

Full Professional Proficiency

Arabic

Native or Bilingual Proficiency

INTERESTS

Travelling and exploring new cultures

Marketing and advertising

Volunteering in clubs concerning women and child's rights