

# Roudy Baaklini.

Marketing Graduate.

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**Objective:** As a marketer, I am constantly seeking for a position that will develop my skill set, as well as integrating new strategies to develop and expand existing customer service and relationship.

**Educational Background:**

**September 2014 – June 2018:**  
Holy Spirit University of Kaslik – USEK, Kaslik.

**September 2011 – June 2014:**  
Central College of the Lebanese Monks, Jounieh.

**Work Experience:**

**December 2015 – October 2019:**  
Sales and Marketing Representative at Diverso Gallery, Zouk Mosbeh:

**Sales:**

- Professional customer service.
- Communicating professionally and clearly all information needed about a certain furniture product.
- Suggesting solutions for any customer related to furniture style, size, and models.
- Helping customers choose suitable fabric/leather that suits their home style.

**Marketing:**

- Dealing professionally with client's complaints or reviews.
- Suggesting positive and effective solutions that will increase customer-company relationship.
- Social media marketing.
- Replying professionally to comments, reviews, and private messages on social media platforms (Facebook, Instagram, and Messenger).
- Creating marketing campaigns that will enhance company's exposure based on trends, competitions, buzz marketing

### **Accounting:**

- Performing receipts, invoices, and vouchers on accounting program PIMS
- Stock review

### **June 2012 – Sep 2014**

#### **Freelance Event Manager:**

- Contacting event venue and suppliers.
- Hiring professional security guards.
- Supervision of the event (ticketing, shows, security).
- Solving professionally and efficiently and problem occurring during the event or afterwards.

### **Certificates:**

- LADE Certificate for successfully monitoring the parliamentary elections in 2018
- Third place in the human price scholastic project in 2012
- Connecting classroom reporter for BBC News School Report at Central College signed by Barbara Hewitt and Helen Shreeve in 2012

**Computer  
Skills:**

Microsoft Office

**Languages:**

Native in Arabic, Fluent in English and Intermediate in French.

**References: Available upon request**