

## **Mazen Fouad Bou Fakhreddine**

November, 30, 1996  
Qobbeih, Mount Lebanon

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### **Summary of Qualifications:**

- Strong verbal and personal communication skills.
- Decision-making, critical thinking.
- Self-motivation, initiative, high energy level.
- Accuracy and attention to details.
- Tolerant and flexible, adjusts to different situations.
- Organization and prioritization skills.
- Problem analysis, use of judgment and ability to solve problems efficiently.

### **Education:**

- MBA in Pure Management, La Sagesse University, Lebanon. (present)
- Bachelor in Business Administration Finance and Economics Double Majors in Pure Management and Human Resource Management, La Sagesse University, Lebanon. (2016 - 2020)
- High school baccalaureate in Sociology and Economics from Ajyal EL Ghad College. (2012 – 2015)

### **Job experience:**

- Shabeb Delivery

#### **Account Manager (Present)**

##### **Duties:**

- Primary point of contact and build long-term relationships with customers.
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors.
- Monitor and analyze customer's usage portfolio.
- Liaise between the customer and internal teams.
- Enhance department and organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Expanding the relationships with existing customers by continuously proposing solutions that meet their objectives

- La Reine Chocolate *(family business)*

#### **Project Management and Operations Officer. (Since 2018 project based work)**

##### **Duties:**

- Market research.
- Activity and resource planning.
- Monitoring process and controlling time management.
- Cost estimating and developing the budget.
- Planning, organizing, leading, and controlling.
- Ensuring customer satisfaction.

○ Alfa Telecommunications:

**Customer Service Representative (2016 – 2021)**

**Duties:**

- Managing incoming calls, customer service inquiries and queues.
- Generating sales leads that develop into new customers.
- Identifying and assessing customers' need to achieve satisfaction.
- Solving issues on clients' mobiles.
- Filling claims and transferring them to the suitable departments.

○ Nissan Rymco

Intern-Accountant (summer of 2016)

○ Bank Audi

Intern teller and customer service (summer of 2018)

○ Banque Du Liban

Internship (summer of 2019)

○ LADE NGO

National observer for the Lebanese parliamentary elections (2018) in collaboration with Lebanese Ministry of Interior and Municipalities

**Certificates:**

- Rural Entrepreneurship (UNICEF)
- Digital Marketing (GOOGLE)
- Crises Leadership skills (UDEMY)
- Six Sigma Green belt (university System of Georgia)
- Telephone skills (Alfa Telecommunications)
- Sales techniques (Alfa Telecommunications)
- Communication skills (Alfa Telecommunications)
- Customer service excellence (Alfa Telecommunications)

Procurement and logistics:	
<i>Accredited by Chartered institute of logistics and transportation ( CILT (UK))</i>	
procurement	Procurement Planning
warehousing	Proper warehousing processes and procedures
Fleet Management	Asset Management

HUMANITERIAN :		
WASH <i>UNICEF</i>	MEAL in emergencies <i>Catholic Relief services</i>	Shelter and settlements <i>InterAction with the support of USAID/OFDA</i>

**Extra-Curricular activities:**

- Member of Lebanese Red Cross.
- Former progressive scout association team leader.