

Rita Melhem

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Profile

I am a Beirut based Communication Officer with a separate background in media, acting, and content creation.

Currently I am aiming to utilize my skills and know-how in a healthy and growing workplace.

Experience

Executive Operator, Rotary Club Beirut Cedars

1/Oct/ 2020 – 1/ Jan/ 2020

- Answer Inquiries and emails
- Follow-up and confirm reception of International and local donations
- Register all donor contact details, amount donated, and preferences if any
- Order needed material
- Follow up on delivery of items and food
- Ensure appropriate filling of boxes, control food quality
- Settle invoices
- Keep records of income and expenses
- Ensure proper filling of all related invoices and receipts
- Contact NGO's and meet new entities
- Organize delivery and control loading
- Confirm delivery of ordered boxes to needy families, data inserted to system by distributor
- Follow-Up on pending deliveries
- Reporting to donors
- Handle social media platforms and ensure continuous posting

Assistant Director, Short Movie University Projects

8/Sep/ 2020 – 12/Sep/ 2020

- Organize day to day schedule
- Tracking daily progress of the filming production schedule
- Arranging logistics
- Preparing daily call sheets
- Checking cast and crew, make sure members are present and on time
- Maintain order on set
- Ensure the health and safety of the crew

Customer Service Agent, Onlivery Mobile Application

May 2019 – October 2019

- Operated a unique POS terminal for processing online orders
- Problem Solving
- Customer Service
- Order Quality Assurance
- Follow up and Productions
- Data Entry

Customer Care, Multiverse

December 2018 – April 2019

- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally
- Project future needs for goods, kitchen supplies, and cleaning products; order accordingly
- Oversee health code compliance and sanitation standards
- Greet customers and introduce the store concept, make suggestions based on customer preferences
- Arrange table settings & keep tables clean and tidy at all times
- Aid Customers and explain board games

Call Center Phone Operator, Donner Sang Compter

Mars 2017 – August 2018

- Obtains client information by answering telephone calls; interacting professionally with clients; verifying information
- Establishes policies by entering client information
- Informs clients by explaining procedures; answering questions; providing information
- Maintains communication equipment by reporting problems

Education

Lebanese International University – Saloumi –

Undergraduate

Completed two years of Radio/ TV and Communication Arts

Lebanese University – Sad El Bauchrieh –

Undergraduate

Journalism and Media studies / Communication Arts

Rita Melhem

Skills and Abilities

- Upselling and Cross selling
- Client Communication and Negotiation Skills
- Microsoft Tools
- Writing
- Social Media Tools
- Excellent English, French & Arabic (Spoken & Written)
- Researching
- Great organizational and management skills
- Detail oriented
- Data Entry
- Ability to work well under pressure
- Direct and straight to the point
- Maintain a professional attitude at all times
- Problem Solving
- Prioritizing and Efficiency