

**Malak Nasr**  
El Maten – Sin El Fill

**Mobile:** 70117426  
**Email:** nasr.malak@hotmail.com

**Personal:**

Nationality: Lebanese  
Status: Single, Female  
Birthday: 15 August 1997, Lebanon

**Education:**

2015- 2018 Interior Designer at LIU-Sin El Fill  
2006-2015 Life Science at Sin L Fill High School

**Career Summary:**

**Customer Service Specialist – Phill and Joe (Barber Shop) September 2016- Present, ABC Achrafieh**

- Assisting the general manager in organizing, planning and implementing strategy
- Coordinating retail store operations
- Ensuring store schedules and objectives are met by employees
- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Answering screening and forwarding incoming phone calls
- Receiving and sorting daily mail

**Sales Representative, La Cremerie (Body Shop ) September 2015 – September 2016,–Le Mall Habtoor”**

- Greeted and assisted customers in store
- Served multiple customers, discussed type, quality and number of merchandise required for purchase
- Advised customers on utilization and care of merchandise
- Assisted in display of merchandise
- Merchandised, stocked and replenished the selling floor constantly
- Organized and cleaned store during downtime
- Quoted prices and discounts as well as credit terms
- Processes payments by totaling purchases, cash or credit cards
- Count the day's money transactions at the end of the day

**Promoter, Magenta Star Group January 2014-September 2015, "Promotion - Product Marketing"**

- Demonstrate and provide information on promoted products/services
- Create a positive image and lead consumers to use it
- Use lectures, films, charts, and/or slide shows
- Distribute product samples, brochures, flyers etc. to source new sales opportunities
- Identify interest and understand customer needs and requirements
- Report on demonstration related information

**Key skills and competencies:**

- Good people skills and able to work as part of a team
- Able to commit to working weekends and evenings on a long-term basis
- Ambitious, hardworking, energetic and reliable
- Committed to continuous personal learning and development
- Always maintaining high standards of customer service
- Ability to understand customer needs and handle different types of personalities
- Strong listening, communication, presentation and social skills

**Computer Skills:**

- Microsoft Office (Excel , Word , Power Point),
- Internet Access (Facebook, Instagram, twitter.)
- 3dsmax
- AutoCAD 2D, 3D

**Language:**

- Arabic, English and French (Read, Written & spoken)

**References:**

- Provided upon request

