

## Personal Information

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<b>Name</b>	Joanna Zgheib
<b>Status</b>	Single
<b>Address</b>	Adonis, Kesserwan, Lebanon
<b>Date of Birth</b>	02.07.1995
<b>Phone number</b>	+961 71 36 73 17
<b>E-mail</b>	joannazgh@gmail.com

## Profile

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Seeking a Job in a prestigious company where I can use my skills to contribute in the progress of the company and build my career.

## Education

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10.2013 - 06.2017  
**Arts, science and technology university in Lebanon – Kaslik**  
Faculty of Business Administration  
Bachelor in Business Management

09.1998 - 06.2013  
**Ecole des Filles De La Charité - Zouk Mikhael**  
Diploma in Economy and Sociology (SE)

## Experience

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02.2017 - Present  
**DataQuest - Jeita**  
Software development firm specializing in insurance software

Support specialist

- Analyzing client's requests, and deciding if the request is a new enhancement on the system , a bug or a support question
- Verifying if the error/bug is reproduced on our database
- Assigning the requests to the specialized teams and developers
- Collaborating with the developers and the QA teams in order to deliver the solution within a specific time frame
- Following up with the client
- Supporting the clients through the phone when needed
- Attending trainings

General Knowledge:

- Insurance management system

I agree that my personal data will be processed in order to recruit for the position I am applying for.

09.2013 - 11.2016

**G.Tamer Holding - Dekwaneh**

Beauty advisor

- Promoting company products in different point of sale
- Attending monthly meetings
- Attending sales trainings in order to improve our sales techniques and communication skills
- Preparing monthly reports

11.2012 - 08.2013

**Kids entertainer at Magician Anthony**

Entertaining kids and organizing birthday parties

## Certificates

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Google digital marketing certificate

## Personal Skills

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- Good communication - written and oral
- Excellent conceptual and analytical skills
- Ability to work both independently and in a team
- Time management skills
- High motivation and dedication to given tasks
- Not afraid of handling responsibility and continuously willing to improve

## Software Skills

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- Proficiency in Microsoft Word and Power Point
- Good skills in Microsoft Excel

## Languages

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Fluent in Arabic, very good in English and French

## Interests

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Music, Painting, Fashion