



Elida Debiany

DATE OF BIRTH:
08/08/1995

CONTACT

Nationality: Lebanese

Gender: Female

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ABOUT ME

A reliable team member with strong interpersonal skills and positive communication style. I have the ability to work well both independently and as part of a team. I am highly organized, dedicated and diplomatic. My humble experience allowed me to develop mature and responsible approach to any task that I undertake or situation that I am presented with. Passionate about professional and personal development and always eager to enhance my capabilities through further training.

WORK EXPERIENCE

21/05/2018 – CURRENT – Baabda, Lebanon

Junior psychologist

Ministry of national defense

- Perform psychological assessments, testing, and evaluation.
- Provide assessment and recommendations for appropriate treatments.
- Provide referrals when necessary for additional care, evaluation, or treatment.
- Complete all necessary documentation in an accurate and timely manner.
- Host and present interactive webinars to improve the quality of work life, including work productivity, management, and military member's moral.

01/02/2016 – 10/05/2018 – Dekwaneh, Lebanon

After sales officer

Khoury Home Appliances

- Register, follow-up, solve and respond to customer requests, complaints and after-sales services.
- Create and update records and databases.
- Follow up with suppliers and companies.
- Make courtesy calls to customers following the daily installations.
- Agree price and other contract terms with clients.
- Approve the contracts with all suppliers from technical point of view.
- Contact customers by telephone in order to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Handle the receiving process of products from suppliers (match the delivery to the purchase order, check products are not damaged).

01/07/2014 – 19/01/2016 – Beirut, Lebanon

Waitress/Trainer

Pf chang's - Assaad FNB

- Recommend and understand customer's need in order to serve their best interest in a positive manner.
- Make menu recommendations, answer questions and share additional information with restaurant patrons.
- Accomplish excellent customer service.
- Handle cash and credit payments.
- Perform assigned closing duties.
- Train new employees.

EDUCATION AND TRAINING

17/11/2020 – CURRENT – Fanar, Beirut, Lebanon

Masters in Clinical Psychology

Lebanese university - Faculty of Letters and Human Sciences - Section 2

01/10/2013 – 24/02/2017 – Fanar, Beirut, Lebanon

Bachelor degree in Organizational Psychology

Lebanese university - Faculty of Letters and Human Sciences - Section 2

01/10/2009 – 29/05/2013 – Achrafieh, Beirut, Lebanon

Lebanese Baccalaureate - Humanities

Daughters of charity school

2016 – Mazraat yachouh, Lebanon

Internship - Stress at Work

Joseph Tehini & Fils

LANGUAGE SKILLS

MOTHER TONGUE(S): Arabic

OTHER LANGUAGE(S):

English

Listening
C2

Reading
C2

**Spoken
production**
C2

**Spoken
interaction**
C2

Writing
C2

French

Listening
C2

Reading
C2

**Spoken
production**
C2

**Spoken
interaction**
C2

Writing
C2

Spanish

Listening

Reading
A1

**Spoken
production**

**Spoken
interaction**

Writing

DIGITAL SKILLS

Microsoft Office / Microsoft Excel / Microsoft Word / Zoom / Social Media / Power Point / Omega POS / Squirrel systems / Microsoft Dynamics Navision

CONFERENCES AND SEMINARS

- **2021** > – Virtuous Leadership Institute of Lebanon
The "Mental Candy" coaching webinar
- **2020** > – Pierre Felefli
Interactive remote sessions
- **2020** > – Dr. Marcel Abdallah
Body Language
- **2020** > – Dr. Jaqueline Ayoub
Leadership behavior
- **2019** > – General Directorate of External Security
Analysis course
- **2018** > – Italian Bilateral Military Mission in Lebanon
Concept and Development training
- **2018** > – ALDEP
Youth suicide: an enigma of the contemporary world
- **2017** > – Bet Al Tabib
Alzheimer disease
- **2016** > – The Rotary Club of Baabda
Infidelity and Mid-age crisis
- **2015** > – Roadster diner training department
Customer service skills certification

HONOURS AND AWARDS

- **2016**
"Le Mot d'Or du français des affaires" Certification. – French cultural center - Embassy
It is a competition that takes part of the annual international operation of "La Coupe francophone des affaires", in more than 40 countries.
- **2011**
LAU - MUN program participant – LAU - MUN
GC LAU Model United Nations: a program that brings the UN culture of global awareness and the implementation of peaceful means for conflict resolution to the Lebanese High Schools, Middle Schools and community at large.

CORE SKILLS

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Perseverance / Motivation / Stress and time management / Decision making / Resilience / Adaptability / Leadership