



STEPHANIE NEMER

WORK EXPERIENCE

Junior manager - Client relation department
Hôtel Dieu de France Hospital, Beirut, Lebanon
November 2020 – Present

- Project assistant in launching online customer service
- Supervising on the COVID-19 RT-PCR Test drive thru department
- Working on customer relationship management and patients complaints and providing customer support
- Creating plans to address clients' business needs
- Collaborating with internal teams (laboratory technical platform/ MRI, scan, radiology platform/admission) to address customers' needs
- Scheduling appointments, including automated reminders

Assistant Manager - Finance department
Hôtel Dieu de France Hospital, Beirut, Lebanon
January 2019 – September 2020

- Managing social security portfolio
- Managing private health insurance portfolio
- Managing different corporate portfolio
- Auditing on each invoice, making different dispatch slip and keeping track
- Reviewing and rectifying accounting mistakes
- Preparing and presenting the financial situation and reports on a monthly basis
- Administrative tasks such as paperwork, correspondence and keeping detailed records

Intern- Audit
Deloitte and Touche, Beirut, Lebanon
June 2018 – August 2018

- Vouching, MUS sampling
- Tick marks, writing memo
- Reconciliation of vat
- Proof reading, cross-referencing
- Using different type of audit paper work

PROFILE

Student at Saint Joseph University - Beirut, finishing my master degree in marketing in collaboration with François-Rabelais University.

I have completed my business administration degree with an average of 14.1/20; I have also completed different leadership workshops with Amideast.

I am currently volunteering with Fe-male, a civil feminist NGO working with women and girls to eliminate injustice through building young feminist movement, I also have my own blog on Instagram as @stefanynemr

CONTACT

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ACTIVITIES AND INTERESTS

Travel
Blogging
Reading

EDUCATION

François-Rabelais University - Tours France

University of Saint Joseph - Beirut Lebanon

2020 – May 2021 (double degree)

Master's in international marketing

University of Saint Joseph - Beirut Lebanon

2019 – 2021

Master's in business administration

University of saint Joseph- Beirut Lebanon

2017 – 2019

Bachelor in business administration

Official high school - Jezzine Lebanon

2015 – 2016

Lebanese Baccalaureate in Life Science

KEY SKILLS AND CHARACTERISTICS

- Microsoft office (MS Office: word, Excel, PowerPoint, access, outlook)
- SPSS software
- Highly organized and efficient
- Ability to work independently or as a part of a team
- Resolve customer complaints quickly and effectively
- Customer-oriented mindset
- Understand customer needs and develop plans to address them
- Proven leadership skills and ability to motivate
- Completed 200 hours of intensive English with AMIDEAST
- Upper intermediate proficiency level in English from Saint Louis University
- Excellent listener
- Friendly, courteous, and service oriented

Reference upon request