

Lama Hussein Berro

Beirut, Lebanon | lamahsenberro@gmail.com | +961 70056609 | April 16, 1997

EDUCATION

Faculty of Social Sciences - Lebanese University

Master's degree in Social Sciences and Human Resources Management

Beirut, Lebanon

Nov 2019-Sep 2021

Faculty of Arts and Sciences-American University of Beirut (AUB)

Diploma in Educational Management and Leadership

Beirut, Lebanon

Jan 2022-Present

Faculty of Business and Economics-Lebanese University

Bachelor Degree in Business Management

Beirut, Lebanon

Oct 2015-Sep 2019

PROFESSIONAL EXPERIENCE

Remote Quality Control Specialist-800 Storage and Movers Dubai

Dubai, UAE

Nov 2022– Jan 2023

- Monitoring Sales and Customer Service Inbound and Outbound calls and chats
- Developing strategies that enhance customer care excellence and potential sales deals.
- Supporting Process improvements and initiating developmental flows

Remote Sales and Customer Service Representative-800 Storage and Movers Dubai

Dubai, UAE

Aug 2021– Oct 2022

- Creating sales plans and identifying target clients through inbound and outbound contact
- Training new sales team agents on sales strategies, customer service and software usage.
- Building and maintaining long-lasting customer relationships
- Developing quotations and proposals for clients

After-School Tutor-Galaxy Teaching Center

Beirut, Lebanon

Nov 2021- Jan 2022

- Providing Sociology and Economics Courses for Secondary Classes
- Providing English Language Courses for Elementary and Secondary Classes

Monitoring and Evaluation Intern-Teach for Lebanon

Beirut, Lebanon

Dec 2021-Jan 2022

- Collecting Data from School Students and Parents to monitor the implementation of Projects.
- Conducting and managing surveys and questionnaires.
- Evaluating the implementation and progress of Projects.

Customer Service and Administrative Assistant Intern-AMIDEAST/Lebanon

Beirut, Lebanon

Apr 2021– June 2021

- Offering Telephone and Walk-in Customer Service including Sales and Customer Care.
- Providing assistance to potential students in educational programs
- Assisting Project Coordinator in program implementation and program registration

Collection and Followup Intern – Blom Bank

Beirut, Lebanon

Aug 2018– Mar 2019

- Following up with customers having unsettled amounts on daily basis at the follow up department.
- Negotiating solutions with customers in order to pay the due amounts.

Private Tutoring

Beirut, Lebanon
June 2013– June 2021

- Providing private lessons in Sociology and Economics for Secondary Classes
- Providing assistance in scientific subjects for Intermediate classes.

EXTRACURRICULAR ACTIVITIES AND MEMBERSHIPS

- Associate Diploma in Digital Marketing – LAU CEC (Continuing Education Center)
- Cognitive Behavioral Therapy Level 2 Certificate (16 Training Hours) International Academy for Building Capacities
- Cognitive Behavioral Therapy Level 1 Certificate (16 Training Hours) –International Academy for Building Capacities

OTHER

Language Skills: Fluent English; Native Arabic

Computer Skills: Microsoft Office (Word, Excel & Outlook, PowerPoint), Canva for Designs.