



Eliane Haddad

SUMMARY

I am a business graduate from the University of Saint Joseph in Lebanon. Throughout my academic years and work experience I have acquired many skills and I have proven to be self-motivated, committed and determined to reach my goals under any circumstances. I am decisive, an effective individual in leading teams while multitasking, good at team work, and high minded in taking decisions.

CONTACT

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Zalka-Marjeyoun

SKILLS

- Teamwork
- Adaptability
- Communication
- Time Management
- Microsoft: Excel, Word, PowerPoint

Languages

Arabic: Native
English: Spoken and Written
French: Spoken and Written

EDUCATION

Saint Joseph University of Beirut-Lebanon

September 2020 – June 2022 (Expected year of graduation)
Master's Degree in Business and Management

Saint Joseph University of Beirut-Lebanon

September 2016 – June 2019
Bachelor's Degree in Business and Management

Collège des Sœurs des Saints Cœurs-Marjeyoun-Lebanon

October 2002 – June 2016
Lebanese Baccalaureate Economic Section

WORK EXPERIENCE

T. Gargour & Fils Mercedes Benz-Dora-Lebanon-Customer Care Agent

June 2019 – June 2020

Learning how to manage day by day tasks at the customer care center:

- Answer customer's inquiries
- Address, Follow up complaints and concerns
- Book Appointments
- Sales and Service follow-up with customers

Private Lessons Tutor (Secondary Classes)-Marjeyoun-Lebanon

January 2018 – Present time

Support students in economic and social sciences courses

Bank Audi-Marjeyoun-Lebanon-Internship Trainee

June 2018 – August 2018

Learning how to manage day to day bank operations:

- Contributes to team effort by accomplishing related results as needed
- Maintains customer confidence and protects bank operations by keeping information confidential
- Cross-sells bank products by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, directing customers to a branch representative