

Helena Kouteich

📍 Beirut, Lebanon ✉ helenakouteich@gmail.com ☎ 78847281

Education

Translation, Lebanese university
Sep 2019 – present | Beirut, Lebanon

Linguistics and communication,
Lebanese University
Sep 2017 – Jul 2021
Bachelor in language and communication science,
Lebanon

Professional Experience

Coordinator, Media Solutions Holding
2021 – present
Making calls with clients, setting up meetings,
following up with clients, and setting up
appointments for payments collecting.

Operator agent, McDonald's call center
2019 – 2021
Answering inbound calls, evaluating problems and
filing complaints, providing proper solutions,
upselling products, operating online orders,
managing and updating customers' databases,
identifying individual skills gaps, scheduling
regular meetings.

Tutor
Sep 2017
Providing academic assistance for students in all
subjects and helping them to fill in any knowledge
gap left from the classroom.

Skills

Team work, Creative writing, Problem solving,
Cope under pressure, Time management,
Microsoft office programs, Active inspire, Css,
Algorithm

Profile

As an ambitious linguistics engineer along with
my fluency in different languages I look forward to
improve my skills and to challenge myself on a
higher level. And with my solid experience in
telemarketing and customer service I believe I
would be a good addition for a promising
improvement.

Languages

Arabic
French
English

Certificates

- Edtech expert

Interests

Reading and writing, Educational tech,
Languages, Arts, Hiking

Organisations

Live love Beirut