

# JEAN-MARC MRAD

[Jmmrad098@gmail.com](mailto:Jmmrad098@gmail.com) +96176183173 26 Septembre 1995

Hard work and professionalism are what drive me to provide exemplary service to my costumers, employers or employees.

## EXPERIENCE

**KAPH**, JUNE 2020 – PRESENT  
FOUNDER OF KAPH LEBANON.  
MARKETING AND OPERATION MANAGER.

**CUSTOMER SERVICE SUPERVISOR**, BEEMARKET JULY 2019 – NOVEMBER 2020  
STUDYING COSTUMER SURVEYS, IMPLEMENTING TECHNIQUES TO BOOST CUSTOMER SATISFACTION AND REVIEWING ONLINE ORDERS SPECIALLY WITH (INSTASHOP) GIVINNG EMPLOYEESE TRAINING FOR THE APP ASWELL AS HANDELING ALL THE ORDERS THROUGH IT.

**TELEMARKETING AND SOCIAL MEDIA**, SENSES HEALTH CLUB JUNE 2018 – JANUARY 2018  
In charge of social media accounts, marketing campaigns and sales. In addition, a great potion of my duties was directly related to customer service and satisfaction.

**CUSTOMER SERVICE**, ROOT PUB 2017 – 2018  
Close contact with customers helps you understand what they need. Helps you prepare for what their needs may be, retrieving customer feedback for marketing research purposes couples with data management and entry.

**BACK OFFICE**, BYBLOS BANK SAL 2015 – 2018  
ARCHIVING COMPANY DOCUMENTS, DIGITISING OLD DOCUMENTS TO CREATE BACKUPS.

**OWNER**, JOYSTICK 2012 – 2015  
MANAGING THIS SMALL BUSINESS WAS ONE OF THE MOST FULFILLING EXPERIENCES, MAINLY FOCUSED ON MARKETING, BUSINESS PLANNING AND CUSTOMER SERVICE. THE KEY TO A SUCCESSFUL BUSINESS IS A HAPPY CUSTOMER.

**CREATOR**, SHARKIES SWIMMING ACADEMY 2010 - 2013  
SMALL BUSINESS VENTURE, TEACHING STUDENTS OF ALL AGES HOW TO SWIM PROFESSIONALLY.

**MARKETING INTENRSHIP**, ZAATAR W ZEIT 2019 – 2020  
SOCIAL MEDIA, STRATAGIES, PLANS AND MORE.

**MONEY SMART PARTICIPANT, 2018**  
**FINANCIAL MARKETING AND MANAGEMENT BOOTCAMP.**

## EDUCATION

**2018**

**BACHELOR'S IN MARKETING, UNIVERSITE SAINT ESPRIT KASLIK**

Mainly focused on digital marketing, boosting online presence and most importantly, customer management.

**2014**

**FINANCE, UNIVERSITE SAINT ESPRIT KASLIK**

2 years of Financial Background.

**2013**

**BACALAUREAT, SSCC BYBLOS**

Economic and social sciences.

## SKILLS

- Microsoft Office
- Adobe illustrator
- Fluent in English, French and Arabic (read and written)
- Communication
- Customer Service
- Digital marketing and sales

## ACTIVITIES

I am a very dedicated person whose goal is to travel the world. I enjoy swimming, diving and playing the guitar. I am known for my work ethics and my "joie de vivre"

All references are available upon request.

