

## **Eva El Hajj**

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### **Education**

#### **HAIGAZIAN UNIVERSITY**

Bachelor Degree in Business Administration

Beirut, Lebanon

September 2015 – May 2019

### **Experience**

#### **BINANCE**

##### **Customer Support Representative**

January 2022 – January 2023

- Handle high amounts of live chat and incoming emails
- Identify and evaluate customers' needs to deliver satisfaction
- Provide accurate, valid and comprehensive information
- Manage complaints, provide proper solutions and options within the time limits; follow up to secure resolution
- Follow communication procedures, guidelines, and policies
- Go the extra mile to engage customers

#### **MATN UNIVERSITY COLLEGE(MUC)**

Beirut, Lebanon

##### **Administration Officer**

March 2021 – October 2021

- Dealing with Students and staff queries.
- Financial forecasting and reporting.
- Arranging Exams.
- Student registration and transfers.
- Time Tabling.
- Attending and arranging academic and general staff meetings.
- Planning and arranging educational events.

#### **American University of Beirut Medical Center**

Beirut, Lebanon

##### **Customer Service Representative**

May 2019 – May 2020

- Taking Appointments for patients on the epic system.
- Paging Doctors.
- Answering Patients questions and provide them with needed information.
- Ordering Patients files.
- Opening new files for new patients.
- Leaving messages for the nurses.
- Hands on " Avaya" and Cisco Systems.

**Eva El Hajj**

**NOBRAND AGENCY**

Beirut, Lebanon

**Administrative Assistant**

September 2018 – January 2019

- Arranged all events at the blue house tea salon.
- Prepared all invoices and receipts.
- Dealt with vendors.
- Arranged meeting for the manager.
- Prepared accounting tables such as cash flow sheets, Balance sheets, Income statements and expenses sheets.
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**HAIGAZIAN UNIVERSITY**

Beirut, Lebanon

**Library Assistant**

February 2016 – May 2018

- Maintained information kiosk and bulletin board on campus.
- Served as library photographer.
- Performed routine library services such as checking out books, periodicals, and other materials.
- Operated computer with proficiency in Microsoft Word, maintained printer, answered phone calls.

**Self Employed**

Beirut, Lebanon

**Private Tutor**

September 2017 – January 2019

- Created lessons for KG 3 to grade 9 students in reading, writing and vocabulary.
- Assisted students preparing for their exams.
- Assisted with homework and other class assignments.
- Worked with students aged 4-15 to improve Math, English, Science, Social Studies and anthology

**Central Bank of Lebanon**

Beirut, Lebanon

**Internship**

July 2018 – August 2018

**Skills**

- **Excellent written and verbal communication skills**
- **Comfortable working with teams**
- **Relates well to customers and all staff levels**
- **Skilled in planning, organizing and time management**
- **Creative and adaptable, learns new responsibilities quickly**
- **Familiar with all social media platforms**
- **Computer skills (Microsoft word, excel, ppt...)**
- **High Attention to details**
- **Able to work under pressure**
- **Team Player**

**Languages**

- **ARABIC: NATIVE**
- **ENGLISH: Full Professional Proficiency**
- **FRENCH: Limited Working Proficiency**