

# VANESSA MOUJAES

## Business & Healthcare Management/Development

Lebanese Nationality  
vanessamoujaes@hotmail.com  
+96181 648869

**Languages** English, French, Arabic, Spanish

### PROFESSIONAL PROFILE

A self-motivated expert with high energy driving and get-it-done attitude with diversified background. Specialized in the healthcare and the retail industries with communication at multinational level, seeking an opportunity to use my managerial skills in a challenging position to further develop my career. Results-driven and dedicated with more than four (4) years of experience in the management and development with knowledge of customer relations, complaints resolutions, staff/managers supervision, scheduling, sales strategy, hiring, training and inventory control.

### WORK EXPERIENCE

#### **March 2020 – PRESENT | SAINT GEORGE HOSPITAL UNIVERSITY MEDICAL CENTER - PATIENT RELATIONS OFFICER** BEIRUT- LEBANON

- Manage the complaints resolutions and strive to improve the patient/family experience through the investigation of patient/family complaints, concerns, and other received feedback
- Manage large caseload of patient inquiries with extensive required follow up in some highly sensitive cases
- Initiate corrective actions as appropriate with the assistance of the Director of Patient Relations and in close collaboration with physicians, other health care professionals, managers and staff throughout the hospital
- Data analysis, conduct surveys and make daily field room-rounds to keep track with all patients' feedbacks and make sure that they are served at the highest level of satisfaction and integrate all the results in a weekly report
- In addition to my regular position, on **February 2021** I started to manage and handle the patients' applications and coordinate with the Ministry of Health National center COVAX, as **covid-19 vaccination field center officer**, processing onsite patients' files on daily basis for vaccination intake

#### **October 2018 – March 2020 | RETAIL INC. (PARFOIS 'INTERNATIONAL BRAND') - SHOP MANAGER** BEIRUT- LEBANON

- Managed and supervised three shops' locations (ABC Mall –Ashrafieh) (CityMall) – (ABC Mall –Dbayeh)
- Increased the sales of each store by around 30% in three-month period and maintained it respectively
- Supervised, motivated, coached and supported new and existing sales associates, cashiers, managers and team to perform their best in compliance with the company's policy guidelines

#### **October 2017 – September 2018 | KOTON FASHION APPAREL CHAIN ('INTL BRAND') - ASSISTANT MANAGER** BEIRUT- LEBANON

- Managed and supervised 600 square meters fashion apparel store with a team of '20' employees
- Trained, hired and supervised the existing and new employees' performance and appraisal
- Participated and supervised the inauguration of 3-New stores (Jdeideh, Zahle, Tripoli)

#### **September 2016 – October 2017 | VIRGIN MEGASTORE - TICKETING AND CASHIER OFFICER** BEIRUT- LEBANON

- Executed cashiering duties to complete the sale of events' tickets
- Assisted customers with special needs on group bookings
- Performed the sales transactions using cash/credit card and handled the POS equipment

#### **June 2016 – December 2019 (Summer and Holidays) | ICE INTERNATIONAL EVENTS - PUBLIC RELATIONS OFFICER** BEIRUT- LEBANON

- Worked and executed multi-tasks assignments on different festivals and concerts including but not limited to; Jounieh Festival, Arz Festival, Zahle Festival, Tripoli Festival etc.
- Onsite supervision, VIP protocol seating, traffic control and coordinate with the security team
- Onsite management and supervising a team of ten (10) public relations staff

#### **June 2013 – June 2014 | LIVE FREE LTD. (NETWORK-MARKETING COMPANY) - MARKETER** Dubai – United Arab Emirates

- Attended several seminars and training workshops (Dubai – Abu Dhabi)
- Prepared and delivered technical presentations with the support of my direct supervisor
- Operated my backbone e-commerce account platform

### EDUCATION

**Lebanon - 2020 - LEAEM - American Heart Association** - Cardio-Pulmonary Resuscitation / Certificate of Completion

**Lebanon - 2015 - 2019 - Notre Dame University "NDU" / BBA** in International Business Management

**Dubai - 2015 - Academie de Grenoble - Ministry of Education - France /** Baccalaureat General 'ES'

**Dubai - 2014 - Harvard Model Congress /** Certificate of Merit - Committee

### BUSINESS AND SOFTWARE SKILLS

**BUSINESS SKILLS** - Healthcare Management, Retail & relationship management, Product and business development, Team building & motivation, Managers/Staff training & supervision, Time management, Hiring, Training & Inventory, Communication & negotiations, Working under pressure, Leadership & problem solving

**SOFTWARE SKILLS** - MS Office - Adobe - Dolphin - POS System - CMS System - SPSS - Ideal Application