



Maria Christina Mokbel

Account Manager

Experienced Account Management with a demonstrated history of working in the information technology and services industry. Skilled in Negotiation, Business Planning, Analytical Skills and Teamwork.



mariachristinamokbel@gmail.com



+961 71 700 049



Beit Mery, Lebanon



linkedin.com/in/maria-christina-mokbel-b2815083

SKILLS

Salesforce

Power BI Basics

Communication

Critical Thinking

Problem Solving

Teamwork

Analytical skills

Project Management

ERP

LANGUAGES

Arabic



French



English



WORK EXPERIENCE

Sales Associate

Refinitiv

08/2016 - 07/2020

Beirut, Lebanon

Responsibilities and Achievements

- Supported the entire order to billing process including order preparation and order monitoring.
- Provided ongoing order management support for sales and clients and focused on customer satisfaction.
- Building relationships with internal and external customers, played a key role in improving service results.
- Providing research and support for Billing disputes, Data and Compliance issues, ensuring issues are resolved according to departmental Service Level Agreements.
- Managed internally accounts in Lebanon, Jordan, Iraq, Algeria, Morocco, Tunis, Cyprus and Malta.
- Ensured all client positions are correct for sales and financial reporting.
- Supported the creation and helps monitor implementation of Account Plans and reflecting it on Salesforce.

Intern

Bankmed Sal

06/2015 - 07/2015

Beirut, Lebanon

Intern

SITA

07/2014 - 08/2014

Beirut, Lebanon

CERTIFICATES

Initiating and Planning Projects Course (2020)

Coursera.

Personal Branding (2017)

EDUCATION

Business Administration with Emphasis in Financial Economics

La Sagesse Univeristy

09/2012 - 01/2016

ACHIEVEMENTS

Simplification Project (Refinitiv) (2017)

Brought down Bill Block and Credit Notes

Mena 100 Project (Refinitiv) (2018)

Reconciliation of all active assets in Mena Region

\$ 350K Collection (Refinitiv) (2020)

Consolidation of unbilled assets and invoices and collection of \$350K in arrears