

Karen Jawiche

Beirut, Lebanon

B.O.D: 15/6/2000

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QUALIFICATION

- Multi-tasker and able to work under pressure
- Fast learner and attentive to details
- Strong communication with effective listening
- Able to maintain positive and professional attitude

EDUCATION

SAGESSE UNIVERSITY

2018-2021

B.B.A. in Marketing

ROSAIRE SCHOOL – BEIT MERY

2003-2018

EMPLOYMENT

ZAATAR W ZEIT

Customer Service Representative

2021-Present

- Handle feedbacks and complaints through phone calls, social media, and emails
- Identify customers' needs and resolve cases
- Follow up on customers' cases, retain and ensure their satisfaction
- Coordinate with Food Safety team and Operations team
- Keep records of customers' feedbacks and cases on CRM software
- Audit call center performance
- Complete daily tasks

Call Center Agent

2018-2021

- Handle incoming calls and online orders
- Process customers' orders and online orders on POS system
- Answer customers' inquiries and questions
- Route calls to appropriate departments if needed

SKILLS

Language – Arabic, English, French, Italian

Computer Skills - Microsoft Office

Communication Skills

Time Management

Team Coordination

Problem Solving Skills

References available upon request