

JOY HADDAD

ADVERTISING & MARKETING
CUSTOMER CARE SPECIALIST

Metn-Ain Alaq, Lebanon
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OBJECTIVE

An outstanding individual with the ability to adapt and learn new skills leading to higher positions. A proven leader who brings years of customer service experience, working creatively and effectively to accomplish company goals.

EDUCATION

June 2018

Certificate diploma of IAA (International Advertising Association)
Notre Dame University-Louaize, Zouk Mosbeh, Lebanon.

September 2013 - May 2017

BA in Advertising & Marketing
Notre Dame University-Louaize, Zouk Mosbeh, Lebanon.

September 1997 - May 2012

Middle East International School
Riyadh, Saudi Arabia, KSA

SKILLS

- Dolphin Software
- Microsoft Office
- Adobe Photoshop

LANGUAGES

- Arabic (Native)
- English (Fluent)
- French (Fluent)

HOBBIES

- Traveling
- Dancing

WORK EXPERIENCE

● DECEMBER 2017 - PRESENT

SARAMED MEDICAL COMPANY

Achrafieh, Beirut, Lebanon

Medical Company in the promotion and distribution of medical & surgical products, and laboratory & diagnostics equipment.

Customer Care Specialist

- Prepare on daily basis sales orders, invoices, quotations, statements of accounts, unsettled transactions and issue credit notes using Dolphin Software.
- Check on daily basis stock management, general inventory.
- Promote additional products and services by upselling new offers to customers.
- Follow up, manage customer product returns and exchanges, and resolve any customer conflict.
- Resolve product or service problems by clarifying the customer's complaint.
- Issue the daily, monthly, & yearly reports.
- Serve as the main liaison between customers, management and sales team and effectively communicate with warehouse and sales department to ensure on-time delivery.
- Organize the collections and follow the payment.
- Communicate with purchasing department to prioritize orders when compiling the shipment schedule on a daily basis.

● JUNE 2017 - NOVEMBER 2017

BAAKLINY JEWELRY STORE

Mtayleb, Metn, Lebanon

Indoor Sales

- Present each jewelry piece to the customer and provide them relevant information.
- Organize product window displays regularly and ensuring the security of all displays.
- Perform cashiering duties.

● SEPTEMBER 2016 - DECEMBER 2016

TRIANGLE MENA, DIGITAL AGENCY

Zalka, Metn, Lebanon

Internship

- Promote on Social Media platforms for stores and restaurants such as Facebook and Instagram.
- Create creative greeting cards.
- Daily Reports.

● NOVEMBER 2016

KUNHADI CAMPAIGN

Beirut, Lebanon

Freelance

- Worked on KunHadi, Flugem Rides Campaign to change the perception of people who enjoy the nightlife turning into nightriders thus decreasing the number of car crash. We, a group of 20, created an application to help providing a safe ride home, so we worked on a yearly changing perception and social media campaign (Events and Fb & Instagram ads).

CERTIFICATES & COURSES

TRAINING COURSES

Notre Dame University-Louaize, Zouk Mosbeh, Lebanon.

Digital Marketing, Body language, Client servicing, Creativity in Digital, The Chemistry of creativity.

● FEBRUARY 2019

Hazmiyeh, Beirut, Lebanon

"Building a unique Customer experience" Certificate.

● OCTOBER 2018

Hazmiyeh, Beirut, Lebanon

"Professional Business Writing" Certificate - Tamayyaz.