

Experience

- **Customer Service Support internship – Fluidmeet** November 2022 – January 2023
 - Manage incoming phone calls
 - Assisting the leads on whatsapp
 - Keep records of customer interactions, process customer accounts and file documents
 - Follow communication procedures, guidelines and policies
 - Handle customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution and customer satisfaction.
- **Management, Consulting, Recruitment, and Advisory – Business Umbrella, Dubai** July 2022-October 2022
 - Contacting candidates and clients through the mailshot approach.
 - Managing the full recruitment cycle, from taking the job brief, working with the resourcers, identifying, and interviewing suitable candidates to negotiating and closing offers.
 - Attending group meetings with CEO and co-workers for updates and monitoring.
 - Attending business group meetings with CEO and potential clients to close professional deals.

Education

- **Masters of Business Administration in Human Resource, Lebanese International University**
October 2022 - expected date of graduation June 2024
- **Marketing, Lebanese International University** June 2022
Bachelor of Business Administration: Emphasis in Marketing. Honors Graduate.
- **Amjad High School** June 2019
Lebanese Baccalaureate – Sociology & Economics

Relevant Certificates, Coursework

- Certificate of completion from Google Ads for beginners.
- Certification from Canva for Creating Social Media Visuals for Businesses.
- Certificate of achievement from INJAZ for completing an innovation camp on entrepreneurship.
- Courses from Coursera in Marketing Analysis.
- Certificate of completion from Misk Mohammed Bin Salman Foundation on Emotional Intelligence (ذكاء عاطفي).
- Certificate of completion from Misk Mohammed Bin Salman Foundation on Effective Communication (التواصل الفعال).
- Certificate of completion from Misk Mohammed Bin Salman Foundation on Data Analysis (تحليل البيانات).
- Certificate of completion from Misk Mohammed Bin Salman Foundation on Productivity and Time Management (الإنتاجية وإدارة الوقت).

Skills

- **Computer skills:** Microsoft Office
- **Languages:** Fluent in both English and Arabic.

Hobbies

- Reading
- Playing the Guitar
- Swimming/Gym