





Yasmine Yatim

SALES, SOCIAL MEDIA AND E-COMMERCE SPECIALIST

 +961 81620619

 yasmineyatim16@gmail.com

 Beirut, Lebanon

 Lebanese

Driven by passion about information systems, social media, business development , strategy, sales, and marketing strategies, seeking opportunities for both career and self development

WORK EXPERIENCE

COMOSTORE | LEBANON NEW JDEIDE

Customer Support Specialist Jan 2021-present

- Responding to customer queries in a timely and accurate way.
- Identifying and satisfying customers' needs.
- Conducting an after-sale follow up with customers.
- Solving complaints and any issues that might arise with customer or delivery courier.
- Reporting to the upper management the daily sales report.

Key Achievement: Effectively prioritized and organized work responsibilities to meet daily and weekly schedules.

BEIRUT IN | REMOTELY

Front end Web developer Sep 2021 till Dec 2021

- Ensuring responsive design of several websites.
- Implementing design on mobile websites.
- Following SEO best practices.

Key Achievement: Improved my creativity, tolerance and troubleshooting skills.

Little Star Atelier | Verdun, LEBANON

Manager Dec 2019 till Dec 2021

- Working in fast-paced environments with the ability to think quickly and successfully handling difficult clients.
- Approaching customers, identifying and fulfilling their needs.
- Achieving weekly and monthly target .
- Handling the business in Dubai.

Key Achievement: Effectively prioritized and organized work responsibilities to meet daily and weekly schedules/targets.

Social Media and Marketing specialist Dec 2019 till Dec 2021

- Created posts ,stories, reels to enhance the sales and marketing strategies
- Assisted in the production of original social media content and monitored the performance of digital promotional campaigns.
- Used google ads and Instagram ads to reach more potential customers
- Managed multiple social media accounts and worked on its optimization to increase the visibility of company's social content.
- Increased sales of the company by 40% by achieving monthly required target.

Key Achievement: Got introduced to new marketing strategies while working on different software.

ESA Business School | Clemenceau, LEBANON

Data entry| Dec 2019 till Feb 2020

- Accurately processing MBA student's information, and updating them.
- Contacting MBA's students through phone call, sending them emails in order to convince them why it is beneficial to subscribe to the MBA's site. More than 80% of the students subscribed.

Key Achievement: improved my communication skills, Organizational and time management abilities.

EDUCATION

Bachelor Degree *in*
Management Information
System
*Lebanese International
University with gpa 3.9/4
Beirut, Lebanon | 2018-2021*

LEARNED
BUSINESS
SKILLS

- Creating Social media content, posts , stories.
- Dealing with customers and solving their issues.
- Developing a business strategy in alignment with company's objectives.
- Creating marketing campaign
- Programing : Java , MySQL, tableau
- Microsoft Office: photoshop, Word, Excel, PowerPoint, Outlook, google ads , shopify .

SOFT
SKILLS

- Interpersonal skills
- Problem solving
- Positive attitude
- Communication
- Leadership
- Team work

INTERESTS

- Reading
- Technology
- Fashion
- E-commerce