

ELIE ELIAS

PROFILE

Searching for a full-time job that best fits my educational background and experience, as well as ensures career advancement and personal growth.

CONTACT

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ADDRESS:
Ain Saade, Metn, Beirut, Lebanon

HOBBIES

- Scouts/Volunteering
- Drawing
- Reading
- Muay Thai Boxing

LANGUAGES

- **Arabic:** Fluent in reading, writing, and speaking
- **English:** Fluent in reading, writing, and speaking
- **French:** Basic reading, writing, and speaking

EDUCATION

Bachelor Of Science in Business Management Studies, Lebanese American University (LAU), Lebanon

2019 - 2022

Courses include Micro/Macroeconomics, Introduction to Marketing, Financial and Managerial Accounting, Operational Project Management, and Human Resources Management.

Sagesse High School, Lebanon

Sociology & Economics

2005 - 2019

PROFESSIONAL EXPERIENCE

Customer Service Agent at SmartSource Outsourcing and Offshoring Consultancy, Tabaris, Lebanon

August 2022 – Present

Developed business communication skills through actively supporting the call center with dealing with American citizens from different nationalities. Assisted patients in an eye-care clinic under the name of Boston Vision in Massachusetts, USA. Professionally dealing with Inbound calls, navigating multiple software's, managing departments, patients' requests, doctors' schedule, insurance and medical related requests, and customer service. Managing the complaints system through communicating with customers, responding and solving the complaint, and finally report to the line manager. Continuously training newly recruited team members to be able to execute above mentioned responsibilities.

Waiter at Zaatar w Zeit, Broummana, Lebanon

July 2018 – August 2018

Developed knowledge on how restaurants operate and function, and how to effectively serve and communicate with different stakeholders, whether team members, managers, or customers.

VOLUNTEERING & LEADERSHIP SKILLS

Chief leader, Scouts du Liban, Lebanon

2012 – 2022

In charge of leading and mentoring 2 groups of around 30 young boys, designing numerous team building and self-development activities for them.

Active Volunteer, JEC, South Lebanon

2015 – 2019

Participated in personal development activities and life skills training with youth from diverse backgrounds and regions.

SKILLS

SOFTWARE SKILLS: Proficient in Excel, PowerPoint, Word, SurveyMonkey, Photoshop, Google Drive

PERSONAL SKILLS: Teamwork, proactive, high communication skills, quick learner, hard worker, multitasker