

Fatima Fawaz

South – Lebanon, Lebanon

+961-70-926999

fatimafawaz4700@gmail.com

PROFESSIONAL EXPERIENCE

Training Program | Middle East Airlines, Beirut

JULY 2021 – AUGUST 2021

- Rotating and navigating over all commercial departments and offices
- Getting a hands-on experience of working in the headquarters for 6 weeks
- Acquainting, socializing, and learning from the diverse team of mentors and employees.

PT General Manager | Yellow Poppy, Tyr

APRIL 2018 – JUNE 2019; AUGUST 2020 – JUNE 2021

- Assessing customers' needs and sharing information on product features
- Buying, pricing and displaying of products
- Operating cash registers and managing financial transaction

Customer Service Representative | Azadea Group, Beirut

MARCH 2020 – AUGUST 2020

- Achieving established goals by increasing in-stores and online sales, and introducing promotions and opportunities to customers
- Online activities for 9 different countries (phones, live chat, e-mails)
- Problem-solving consultancy
- General handling of activities (customer relations, suppliers, distributors, store managers)

Sales Associate | Zara, Beirut Souks

JULY 2019 – FEBRUARY 2020

- Greeting customers, responding to questions, improving engagement with merchandise, and providing outstanding customer service
- Maintaining an orderly appearance throughout the sales floor
- Assembling, updating, coordinating, and maintaining accessories and bags

EXTRACUTTICAL ACTIVITIES

- Rest House Sumer Camp, Tyr
- Greenfield College Summer Camp Volunteer, Beirut
- Science Fairs, Drama Club, Graphic Design Club, General Athletics

EDUCATION

Phoenicia – South – Lebanon

Current

Bachelor in Business Administration

Expected Graduation: June 2022

Lebanese Baccalaureate – Sociology & Economics

Class 2018

Cadmous – Tyre, South – Lebanon

CERTIFICATIONS

SUITE OF ASSESSMENTS – SAT

Date Taken: 2016

Diplôme d'Etudes en Langue Française B1 – DELF

Date Taken: 2014

SUMMARY SKILLS

COMPUTER SKILLS: MS Office, T+ system (Techno Plus), RFID System,

PERSONAL SKILLS: Organization, Time management, Product Knowledge and Communication

LANGUAGES: English, French, Arabic (Native Language) and Spanish (Learning)

REFERENCE: Available Upon Request