

Lynn Kassem

Business Administration- Banking and Finance

Beirut, Lebanon

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EDUCATION

UA - Antonine University - Baabda

September 2018 - June 2021

Bachelor degree in Business Administration- Banking and Finance

EXPERIENCE & TRAINING

Accountant – Fuchia Institut

Fall 2020

In which it included :

- Written and verbal communication skills.
- Customer service.
- Business knowledge
- Handling payroll

Retail Worker – Laptops and More

Summer 2020

In which it included :

Customer Service: Interact well with callers requesting product information and technical support, responding with professionalism and empathy while proactively resolving conflicts to prevent escalation and ensure customer satisfaction.

Communications: Clearly communicate with customers via telephone and online to identify individual needs and provide positive solutions. Superb active listening skills complemented by proven skill in facilitating consultative sales discussions.

Leadership and Teamwork: Avid team supporter, motivating peers through personal example, a positive attitude, and a willingness to lend a hand whenever needed. Available to work overtime and on weekends to ensure adequate staffing.

PERSONAL STATEMENT

Seeking a challenging position in a reputable organization to expand and utilize my learning, skills and knowledge. Possess excellent communication skills and have an eye for detail. Flexible to work in any environment as required .

TECHNICAL SKILLS

Microsoft packages

LANGUAGES

Arabic // fluent

French // Fluent

English // Good

HOBBIES & INTERESTS

Travelling , running , swimming .

Technical Proficiencies: Solid command of Microsoft Office Suite

Sales Woman – Mobi World Official

Summer 2019

In which it included :

- Assisted customers with computer and electronic purchases in a high-volume store.
- Maintained up-to-date product knowledge by participating in product and vendor training.
- Ensured a clean work area while processing item stock and completing mark downs.
- Strong desire to achieve results, producing a revenue increase of more than 40% in 8 months at my previous position.
- Strong communication skills, ability to proactively seek new customers and conduct sales campaigns through all available channels.