



**JALA
JAWAD**

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A graduate from the Lebanese university, with a very good degree in economic sciences. I have high responsibility in achieving my tasks in a very accurate and correct way. I am seeking job opportunities where I can enhance my skills and develop my experience.



EDUCATION:

Bachelor degree | Lebanese University Faculty of Economic Sciences and Business Administration- Hadath 2016 -2019

Very good degree with an average of 75.5/100

SE- Baccalaureate | Lycée Al Ullama Sobhe Al Mahmasane (L.U.S.M) 2013-2016



EXPERIENCE:

Customer Service | City Mall September 2021-PRESENT

Tax Free | Gift Card | Handling phone calls | Lost & Found | Helping Customers | Receiving customer complaints and refer them to upper management | Handling Campaign when available.

Sales associate | Home center March 2021-August 2021

Library of Arts 2016-2018

Performing general store upkeep including: pricing, organizing shelves, restocking items | Helping customers based on their interests.

Freelancer Hostess and promoter |

- **AVÈ Hostessing Agency 2017-PRESENT**
- **Onpoint Staffing** (Collaboration with Damac Properties) August 2021
- **Magenta star group 2020-PRESENT**
- **Les Présentables 2018 -2019**
- **Celeste Agency 2017- 2019**
- **My Ladies Agency 2016-PRESENT**

Taking reservations, organizing the floor, greeting guests upon arrival and leave, leading the guests to their seats, setting appointments and checking guest's numbers, promoting new products, selling tickets and promotional items.



SKILLS:

- Microsoft office (word, excel, power point).
- Fast and dedicated learner.
- Time management.
- Able to work independently or with a team.



CERTIFICATE AND VOLUNTEER:

Microsoft Office:

Microsoft Office Specialist from official SEAL of Microsoft certification.

Ana Aqra Association:

Social work, reading stories for the Syrian refugee's children(50 hours).



ACTIVITIES:

Yoga, Reading, Hiking