

SARAH AMHAZ

| Sales and Customer Service Specialist
| HR and Organizational Development Enthusiast

🏠 Beirut, Lebanon

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OVERVIEW

Pragmatic Sales and Customer Service Specialist, as well as HR and Organizational Development (OD) Enthusiast with over years (3) years of work experience in respectable businesses in Lebanon.

Being knowledgeable in managing the relationship between employers and employees, effectively understanding customers' needs and assisting organizations in developing their operations processes in a way to improve their effectiveness, have all significantly increased my enthusiasm to be part of any company that valorizes continuous improvement, people's development, and organizational development.

WORK EXPERIENCE

BANKERS

Insurance Consultant

07/2022 – Present

Beirut, Lebanon

- Generate and follow up on leads, arrange appointments, assess client requirements, advertise relevant products, and close sales with current and future clients.
- Build business referral networks and aid customers with the claims process.

KABALAN INTERNATIONAL GROUP (KIG)

Sales and Customer Service Specialist

01/2022 – 7/2022

Beirut, Lebanon

- Handled incoming calls and customer service inquiries, as well as generated sales leads that became new clients.
- Identified and analyzed client needs in order to achieve satisfaction, and followed up on payments.
- Researched and evaluated product and market information to find possible new markets and sales possibilities.

GSC: GENERAL SERVICE CENTER (AUTO SPARE PARTS)

Store Supervisor

02/2019 – 01/2022

Beirut, Lebanon

- Greeting clients, answering their inquiries, assisting them in identifying the fitting manufactured spare parts, negotiating deals, and offering advice or recommendations
- Accepting cash and credit cards, ensuring that all pricing and quantities are exact, and providing a receipt to each customer
- Refunding and exchanging products, settling complaints, and adhering to all store refund and exchange policies when purchasing specific items

- Maintaining a balanced inventory following the requirements of the service department, body shop, and wholesale accounts as well as recording all relevant information, particularly the in/out of stock, on the Paradox software (accounting and inventory system)
- Establishing pricing parameters in each customer category in such a way as to generate enough gross profit to make a satisfying profit while sustaining customer loyalty and declaring taxes such as VAT to the ministry of finance
- Supervising the delivery of on-the-job training for new hires and assessing their performance, as well as monitoring staff attendance and organizing shifts among staff members

CHOUJAA AUDIT FIRM
Accounting Intern

07/2018 – 09/2018
Beirut, Lebanon

- Assisted with research, filing, data entry, and keeping reliable and complete financial reports
- Compiled financial reports, such as balance sheets and income statements, as well as invoices and other records, plus worked with bookkeeping software

AKIL FOR FINANCIAL & AUDITING
Accounting Intern

07/2017 – 09/2017
Beirut, Lebanon

EDUCATION

Saint Joseph University of Beirut (USJ) (ongoing) 2022
Master's degree, Human Resources Management and Leadership Lebanon

Lebanese American University (LAU) 2020
Bachelor's degree, Business Administration Lebanon
(*emphasis in accounting and management*)

SOCIAL ENGAGEMENT

LEBANESE CIVIL DEFENSE 01/2021 – Present
Volunteer Beirut, Lebanon

CERTIFICATIONS

- Internal Auditing - Saint Joseph University of Beirut (USJ)

INTERESTS

Active in following the most recent business analysis approaches for initiating and managing change in organizations, identifying and communicating the need for change in how organizations function, and facilitating that change.

SKILLS

High level of accuracy, critical thinking, decision-making, interpersonal communication, cross-functional team management, numeracy, analytical skills, data analysis, problem-solving, Microsoft Office, Paradox Accounting Software.

LANGUAGES

Arabic (*Native Language*), English (*Professional Working Proficiency*), French (*Professional Working Proficiency*)