

# Mariam AYACH

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## Highlights

- Microsoft Office ( Excel and Word )
- Arabic, English, and French.

## Experience

04/2019 to recent

### Esthetician

#### V.I.P Esthetic -Lebanon Instagram handle: (v.i.p\_esthetique)

- Evaluate clients' skin condition and appearance, discuss available treatments and determine which products will improve clients' skin quality.
- Provide other skincare treatments, such as Derma pen, chemical peels, masks, scrubs, and relaxation services like facial massage to improve the health and appearance of the skin.
- Provide body and facial treatments with machines such as cellulite removal, hair removal and mesotherapy.

02/2018 to 12/2018

### Customer Service Representative

#### Platinum Gym – Beirut

- Answered customer enquiries or passing them on to the appropriate department.
- Gave information and helped to solve customer problems.
- Arranged services for customers and members coming to the gym.
- Processed complaints and made sure that the customer's experience is a positive one.
- Took information from customers and entered it on a database.
- Administered the payments made by the members.
- Assisted in preparation of sales target monthly and annually.

01/2015 to 02/2018

### Operation Officer and Customer Service Specialist

#### Gharib Shipping and trading – Beirut

- Oversee and kept records of all shipping and receiving on spreadsheets.
- Updated inventory records and compiled weekly reports.
- Prepared and assisted clients in sorting the needed documents for their shipments.
- Contacted clients and prospects to inform them about shipping packages and deals.
- Answered phones, provided troubleshooting information and reports.
- Analyzed customers' information and needs.
- Issued billing details and open and close customer accounts.

## Education

2019

### Bachelor degree in Business Administration and Management

Lebanese University – Beirut

2018

Specialization in beauty (MAKE UP FOR EVER Academy)

Make-up and skincare courses (Mira Training Center)

