

Elsa AbdelNour

Customer Relationship Management Specialist

I am an experienced CRM Specialist looking to invest my expertise in customer database management and optimize customer satisfaction. I've proven my ability to lead and collaborate with other team members in order to make process improvements and boost company revenues. I've also developed the ability to overview and conduct sales-related tasks. Looking for new opportunities to challenge myself in the Sales field.



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📍 Beirut, Lebanon

EDUCATION

Business Management

Lebanese University

10/2017 - 09/2021

Lebanon

WORK EXPERIENCE

Customer Relationship Management Specialist

Ostaz

08/2021 - Present

Lebanon, Beirut

Ostaz is an easy-to-use private tutoring digital platform that offers premium educational services for all subjects.

Achievements/Tasks

- Assist in developing a customer relationship management strategy and implementation plan.
- Develop/communicate the processes necessary to ensure quality CRM data.
- Ability to respond to potentially divergent needs of multiple stakeholders.
- Manage priorities, expectations, and deadlines and work directly and indirectly through coordination and collaboration.
- Provide the digital marketing team with valuable insights on the market and on the type of customers who sign up.
- Implement streamlining processes and increase the team's efficiency.

Salesperson

Maison Sibon

03/2019 - 04/2019

Beirut, Lebanon

Achievements/Tasks

- Welcomed customers and responded to their queries regarding baked products.
- Assisted the customers in choosing cakes, pastries, cookies, and pies according to their specific tastes.
- Provided the customers with information on freshly baked products and their ingredients.

Salesperson

Blu Cakes

05/2019 - 08/2019

Beirut, Lebanon

Achievements/Tasks

- Coordinated shop activities and operations to secure efficiency and compliance with company policies.
- Managed phone calls and correspondence.
- Met with clients and assisted with finding the best cake to match customer needs and performing the final sale.

SKILLS

Time management

Detail-Oriented

Problem Solving

Communication

Hubspot

Agile methodologies

Teamwork

Negotiation

VOLUNTEERING

Guide du Liban (01/2007 - 03/2015)

9 years of Girl Scout helped improve my decision-making, goal-setting, and leadership skills.

LANGUAGES

English

Full Professional Proficiency

French

Native or Bilingual Proficiency

Arabic

Native or Bilingual Proficiency

INTERESTS

Reading

Swimming

Hiking

Meditation