

LARA ACHI

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Date of birth : 2/2/2000

Marital status : Single

Nationality: Lebanese

EXPERIENCE

- Customer Service Call center at UN agency: WFP (World Food Program) at Smart Source company (From 23/4/22 till present)

My responsibilities :

- Data entry of the beneficiary information (file number, needs, name..)
- Communicate the beneficiary's problem to the competent authority , give them a health or legal referrals.
- Knowing the actual need of the beneficiary and supporting him psychologically and morally to be reassured.
- Studying the case of the beneficiary and directing him to a specific association to help him in terms of medicine, house rent, lawyer and others.

- Assistant manager At Sibon patisserie (from 2015 ->2022)

My responsibilities in the past 6 years was :

- ☐ cashier (dealing with all kind of transactions , cash , cheque ,CCM), writing the end of the day.
- ☐ Data entry for all the receipts and the orders for the shop.
- ☐ Organise and communicate with the other branches to share goods and materials.
- ☐ Taking orders from the clients and transfer it to the main factory
- ☐ Giving training for all the new employees in different sections (Arabic sweets , French pastry, Italian ice cream and the cashier).
- ☐ Helping the manager in dealing with customers and listening to there complaints in order to solve.

EDUCATION

- Third year university student At LU studying business.

AWARDS AND ACKNOWLEDGEMENTS

- Languages

Arabic (native)

English very good in (speaking, listening, and writing)

French excellent in (speaking, listening, and writing)

- Microsoft Office (word, excel, PowerPoint)
- Omega system (professional)
- Orange system(professional)
- Can work under pressure
- Very good communication skills (super excellent in convincing)