

Gerard Nouar

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Objective:

Devoted control room supervisor directing a team in the most effective and efficient way to fix as many issues and being proactive while handling sensitive information in addition to being a sales representative aiming to provide customers with the ultimate satisfaction to convert them to leads. Bilingual, hardworking, and ready to join my next team and face new challenges in addition to enhancing my skills.

Experience:

Presales Representative:

BASMA, Beirut, January 2024 – Present

- Manage a robust client pipeline, qualifying leads and guiding them through the sales process from initial inquiry to conversion.
- Conduct detailed analysis of client behavior using CRM tools and data analytics software to identify trends and opportunities for optimization.
- Develop and implement targeted marketing campaigns based on client segmentation and behavior analysis, resulting in an increase in lead conversion rates.
- Collaborate with the sales and marketing teams to develop personalized sales strategies and messaging tailored to client needs and preferences.
- Create and maintain charts and dashboards to monitor client progress and sales performance, providing actionable insights to drive business growth.
- Provide exceptional customer service and support, addressing client inquiries and concerns promptly and effectively.

Control Room Supervisor:

Zaatar W Zeit, Beirut, February 2020 – Present

- Recording data on computer systems or writing down information on paper charts

- Documenting events in a computerized system to track outlet status and record their performance
- Constantly focus and monitor the site activities via CCTV
- Effectively communicate during live incident tracking with the concerned parties
- Planning and organizing daily/shift routines and activities
- Generate reports that highlight missing opportunities in order to facilitate improvement

Customer Service Representative:

Zaatar W Zeit, Beirut, July 2018 – February 2020

- Following up with customers to check that they're still satisfied with the service provided
- Build sustainable relationships of trust through open and interactive communication
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Entering customer and account data from source documents within time limits. Compiling, verifying accuracy and sorting information to prepare source data for computer entry either on excel or the CRM
- Training new customer service employees with the goal of improving support and satisfaction among customers
- Take payment information from clients and contact their bank in order to initiate refunds or handle transaction issues

Call Center Representative:

Zaatar W Zeit, Beirut, July 2017 – July 2018

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- Help to train new employees and inform them about the company's customer management policies
- Following call center "scripts" when handling different topics
- Managing large amounts of inbound and outbound calls in a timely manner in addition to using the online system

Education:

Bachelor Degree in Financial Engineering – Sagesse University (Sep 2017/June 2021)

Beirut, Furn el chebbak- Tohwita street

Languages:

- Arabic : Native
- English : Fluent
- French : Excellent

Technical Skills:

- Microsoft Office
- CRM
- Adobe Premiere and photoshop
- Ecommerce
- Coding HTML