

HAWRAA NAHHASS

Beirut · +961 70 983 159

Hawraanahhass@gmail.com

EXPERIENCE

SEP 2023 – PRESENT

INTERNSHIP, MEDITERRANEAN SHIPPING COMPANY (MSC)

- Successfully completed tasks in the Liners Operations department, gaining valuable insights into import and export procedures within the shipping industry, showing adaptability and attention to detail.
- Managed documentation processes for import and export, ensuring precision and compliance with industry regulations while collaborating seamlessly with cross-functional teams.
- Played an active role in the Cruises Department, contributing to various tasks that enhanced operational efficiency and customer satisfaction in the realm of cruise services.

MAY 2023 – JULY 2023

HOTLINE CALL CENTER, WORLD FOOD PROGRAM-SMARTSOURCE

- Offered timely, empathetic assistance, managing high call volumes, addressing inquiries, and resolving issues for a positive customer experience.
- Proficient in multilingual communication, problem-solving, and data management. Adapted under pressure and fostered teamwork, contributing to global humanitarian support.

JUN 2021 – JUN 2022

CUSTOMER SERVICE REPRESENTATIVE, MEDGULF INSURANCE

- Provided excellent customer service by answering inquiries, resolving complaints, and addressing issues or concerns customers had.
- Maintained accurate records of customer interactions, processed orders, returns, and exchanges according to company policies.

SEPT 2018 – JUL 2020

ENGLISH TEACHER INTERNSHIP, PALMY SCHOOL

- Developed and implemented engaging lesson plans teaching grammar, vocabulary, literature, and writing skills to students of different ages and proficiency levels.
- Assessed and evaluated student performance, provided feedback, and supported student growth in language learning.

EDUCATION

NOV 2021

BACHELOR'S IN ENGLISH LANGUAGE AND LITERATURE, **LEBANESE UNIVERSITY**

MAY 2023

TEFL CERTIFICATION, **THE TEFL ACADEMY**

ADDITIONAL INFORMATION

- Versatile Skill Set
- Customer-Centric Approach
- Educational Impact
- Cultural Fluency
- • Driven by Growth
- • Adaptable Asset