

Hadi Harake

Sales and customer service representative with 4+ years of experience in resolving complex customer inquiries. Passionate about building strong customer relationships, expressing brand loyalty, gaining more experiences, and expanding my career.

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📍 Beirut, Lebanon

🌐 [linkedin.com/in/Hadi Harake](https://www.linkedin.com/in/Hadi-Harake)

EDUCATION

BA in Management Information Systems (MIS)

Lebanese International University

04/2017 - 06/2020

Beirut, Lebanon

WORK EXPERIENCE

Community Manager Freelance Project

03/2020 - 03/2021

Beirut, Lebanon

Achievements/Tasks

- Conducted daily research on NFT and cryptocurrency
- Assisted in community growth and engagement through content production on platforms such as Reddit, telegram, and 4chan
- Created awareness on an emerging crypto project and how it will solve specific issues in the blockchain through spreading reliable information daily

Dubai Chamber and Google Sales Representative

SmartSource

07/2021 - 10/2021

Beirut, Lebanon

Achievements/Tasks

- Contacted and persuaded companies in Dubai to use BOP system to boost SEO and increase their online presence after identifying their weak points
- Implemented proactive approaches to avoid future challenges by creating content that answered common questions and recognizing our mistakes before the customers
- Prepared product and service reports by collecting and analyzing customer information in an organized manner

Yellow Pages Sales and Marketing Representative

SmartSource

02/2022 - 08/2022

Beirut, Lebanon

Achievements/Tasks

- Conducted research and contacted all types of businesses located in Canada to discuss Yellow Pages' marketing services catered to their demands
- Built several effective websites that fit the clients' requirements
- Developed marketing strategies that are targeted to different demographic segments in order to advance and expand our clients' businesses

SKILLS

Willingness to learn

Problem Solving

Analytical and Strategic Thinking

Communication and Interpersonal Skills

Client Acquisition and Retention

SEO

Tableau MySQL

MySQL

PERSONAL PROJECTS

Louay Farhat Charity (05/2020 - Present)

- Financially aided more than 5,000 families to date
- Participated in promoting the "Contribute to a Student" Campaign with We-Are-One Charity, which raised funds to cover tuition to more than 500 students

CERTIFICATES

Marketing Analytics Online Course Certificate (06/2020 - 09/2020)

University of Virginia

Introduction to SEO Online Course Certificate (06/2020 - 09/2020)

University of South Carolina, Davis College

SEO Fundamentals Online Course Certificate (06/2020 - 09/2020)

University of South Carolina, Davis College

Initiating and Planning Projects Online Course Certificate (06/2020 - 09/2020)

University of Carolina Irvine

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Native or Bilingual Proficiency