

# Perla Neaimeh

## Telemarketer



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Beirut - Lebanon

## Summary

An energetic and self-motivated professional offering 5 years of diversified experience, leading to an enhanced set of skills and a profound knowledge in different fields. Possessing high levels of accuracy, effective communication, as well as, problem solving skills, additionally, being competent in building customer relations. Eager to join an organization that rewards hard work and values potential.

## Education

### Bachelor's in Business

#### Administration

Lebanese University | 2020 - Present

## Skills

- Communication
- Organizational Skills
- Team Work
- Adaptability
- Accuracy
- Analytical Skills
- Problem Solving
- Planning

## Languages

- Native Arabic
- Advanced English
- Advanced French

## Experience

### Call Direct, Beirut - Lebanon | July 2022 - January 2023

#### Telemarketer

- Promoting products of the company through direct calls and promotional messages
- Providing customers with information that they need to know about the product accurately and convincingly
- Responding to any questions or concerns regarding quality, prices and delivery
- Managing the weekly-menu table and sending menu selection links
- Building a strong customer base through maintaining customer relations and increasing satisfaction rates
- Generating sales and quality control reports by collecting feedback from customers after sale

### Q cell, Beirut - Lebanon | January 2020 - June 2022

#### Western Union Agent

- Performing all types of money related transactions as per customers' requirements
- Assisting in the preparation of the end of month reports
- Maintaining balanced drawers at the end of each shift and investigating discrepancies to be corrected
- Resolving customer complaints and reporting to the management any unresolved matters

### Colony of Municipality of Kosaybeh, Lebanon | May 2019 - December 2019

#### Teacher

- Organizing and supervising the execution of educational activities for participants
- Participating in team-building activities to enhance working relationships among the members

### Bébé Roi Nursery, Lebanon | 2017 - 2018

#### Teacher

- Providing a safe and stimulating environment that facilitates learning
- Growing a strong understanding of child development principals to be able to observe children and communicate with parents in case of any concerning behaviors or patterns

## Certificates

### Community Based Psychological Support from "World Vision"

#### Delf Level B2