

Hadee Ammar

Key Account Manager

Hadath,
Beirut, Lebanon
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EDUCATION

Lebanese International University, Salim-Salam — B.A in Accounting Information System

SEPTEMBER 2019 - 2023

- Participated in the seminar with head of LACPA.
- Attended a training with Banque Du Liban

EXPERIENCES

The Net Global — Beirut, Lebanon — Key Account Manager

July 2023 – Present

- Maintained records for high customer satisfaction
- Demonstrated expertise and collaborated across teams
- Assessed needs and swiftly resolved issues to maintain trust
- Cultivated client relationships through effective communication.

Allo Taxi Lebanon — Beirut, Lebanon — Dispatcher

March 2022 - June 2023

- Generated driver productivity
- Tracked driver locations, ETAs using GPS software
- Communicated with drivers to provide routing, updates
- Managed driver assignments to ensure on-time deliveries

Rkein Original Rims — Beirut, Lebanon — Store Supervisor

October 2021 - January 2022

- Organized and delegated tasks to staff
- Oversaw inventory distribution to retail stores
- Followed up with customers post-purchase to ensure satisfaction

Allo Taxi Lebanon — Beirut, Lebanon — Reservation Agent

June 2018 - September 2020

- Resolved customer complaints
- Generated customer service reports
- Provided excellent customer service and developed relationships

PERSONAL STATEMENT

I am a results-driven professional with an extensive background in the customer service industry, now seeking a rewarding and challenging career opportunity. Known for my unwavering work ethic and commitment to excellence, I am dedicated to continuous skill development and career advancement.

TECHNICAL SKILLS

Database Management Systems // MySQL

Tools, & OSs // Office

LANGUAGES

Arabic // Native
English // Fluent
French // Good

HOBBIES & INTERESTS

Camping, soccer, gaming, hunting, and swimming

Adidas Retail Stores — Beirut, Lebanon — *Sales Associate*

February 2017 - June 2018

- Maintained store appearance and managed inventory
- Boosted sales and enhanced brand experience through promotions and events
- Provided expert customer service, assisting with product selection and inquiries