
Nicole Sahyouni

Mar Roukoz

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SKILLS

Strong interpersonal and communication skills, able to effectively interact with customers and build positive relationships. Proven ability to work well in teams, as well as independently. Excellent time management skills, able to prioritize and complete tasks efficiently, even under pressure. Proficient in various computer skills, as well as social media platforms.

EXPERIENCE

Music Is My Life – *Artist Management Executive – Project Manager – Traffic Manager*

2022 – present

- Handle all types of projects (events, content shooting, Music video shootings, photoshoots)
- Traffic managing between creative department, social media department, and artist management department
- Handle reports of Artists and their Artist Managers
- Monitor & research some of the trends and insights in the region
- Follow up with on the ongoing projects

Azadea – *Regional Customer Experience Agent*

2021 – 2022

- Help customers all over the MENA region with complaints and questions, give customers information about products and services, take orders, track them and process returns; for more than 10 brands with different policies and services
- Maintain a detailed log of all cases on the CRM system and update the Customer Experience Manager to decide on preventive actions to be taken accordingly.
- Communicating with different parties, such as warehouses, stores, and other departments
- Worked on multiple platforms, such as Zendesk, Sales force, SAP Hybris, Shopify, and a lot more

Azadea / Zara ABC Achrafieh – Staff/Cashier/MIT

2017 - 2021

- Got trained for the assistant manager position.
- Joker Cashier: operating the POS cash register, accepting payments from customers, and giving change and receipts, closing and finalizing the central cash for the whole shop.
- Organizing the clothing section and serving customers from A to Z quickly and efficiently.
- Provided training for newcomers: introducing the brand and history of the company.
- Got trained for the assistant manager position.

EDUCATION

AUL University Lebanon - Business Management

2021 - present

Lebanese University, Lebanon - Business Management

2017 - 2021

Marjayoun National College, Lebanon - Lebanese Baccalaureate of Secondary Education (SE)

2017

LANGUAGES

Spoken and written

Arabic	Fluent
English	Fluent