

Lama Karaki

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Objective

Dynamic and detail-oriented Management Information Systems (MIS) graduate with hands-on experience in administrative support, stock control, and customer service. Seeking an administrative position at a university to leverage my expertise in data management, organizational skills, and problem-solving abilities. Committed to contributing to the efficient functioning of the university's administrative operations while pursuing opportunities for professional growth and development.

Experience

Administrative Assistant / Customer Service

Current Position

May 2024 - Present

- Perform data entry tasks with high accuracy and efficiency.
- Oversee stock control and inventory management, ensuring accurate records and timely updates.
- Provide excellent customer service, addressing inquiries and resolving issues effectively.
- Manage filing systems, ensuring accurate and organized documentation for easy retrieval.

AXA Insurance

Intern

August 2023 - September 2023

- Issued insurance renewals for diverse clients, ensuring accuracy and adherence to company policies.
- Managed archiving of policies and optimized distribution processes by assembling and packing insurance files.
- Produced and organized hard copies of insurance policies, facilitating ease of reference and accessibility.

Integrated Digital Systems

QA Intern

May 2023 - July 2023

- Conducted thorough website testing, identified and documented bugs, and created test cases using Klaros Test Management.
- Produced clear and concise bug reports to facilitate communication between testing and development teams.
- Proposed user enhancements to improve website functionality and suggested solutions for existing issues.
- Assigned tasks to developers and provided clear instructions to address identified problems.

Education

Lebanese University, Faculty of Business Administration and Economics

BS in Management Information Systems

Graduated: 2023

Lebanese Baccalaureate

Sociology and Economics

Graduated: 2018

Skills & Abilities

- Management
- Problem-solving
- Effective Communication
- Stock Control & Inventory Management
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)

