

# MaryTherese Saliba

Bouchrieh, Metn - 76/858136 - marytheresesalibaa@gmail.com

## EDUCATION

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### La Sagesse University

BA in Marketing GPA: 3.60

Furn el chebbek, Mount Lebanon

Graduation Date: Jan 2023

### Lyceé officiel des filles

Lebanese Baccalaureate in General Science

Jdeideh, Metn

Graduation Date: May 2018

## WORK EXPERIENCE

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### PlanOuter.com

Marketing Assistant/ Customer Service Agent

Jdeideh, Metn

Mar 2021 - Nov 2022

- Created & distributed engaging social media posts on Instagram.
- Monitored order progress from customer confirmation to design, printing, and delivery, ensuring timely delivery of products.
- Facilitated onboarding of 350+ new clients by providing detailed information on planner customization options.

### Sturdies

Operation Supervisor

Fanar, Metn

Apr 2022 - Sep 2022

- Managed sales and after-sales process, resulting in improved customer satisfaction, and faster delivery services.
- Executed accurate generation of over 2,000 receipts with specified details, prices, and customer addresses to ensure flawless order processing.
- Resolved over 400 returns & refund issues for defective, wrong, and canceled orders.

### Merlun Group

Sales Promoter

Hazmieh, Baabda

Sep 2017 - Oct 2018

- Persuaded 200+ leads to take action on promotions & discounts offered for featured products; resulting in a surpassing sales target.
- Convinced customers to purchase products through engaging presentations & tailored demonstrations of product use.

## LANGUAGES, SKILLS & INTERESTS

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**Languages:** French & Arabic: Mother tongues, **English:** Spoken & written fluently, **Italian:** Beginner.

**Skills:** Proficiency in Microsoft Office (Excel, Word, PowerPoint, Database), Social Media and Content creation, Digital Marketing

**Interests:** Drawing, editing, reading, music.

## CERTIFICATES

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Fundamentals of digital marketing (Your first steps in online success)- Learn digital with Google.

Fundamentals of digital marketing (Introduction to digital marketing)- Maharat men Google. Be

Entrepreneurial- Injaz Lebanon. Be a Leader- Injaz Lebanon

## VOLUNTEERING

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Foi et Lumiere; Church activities.