



CONTACTS



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Lebanon - Raifoun



EDUCATION

December 2022

BACHELOR IN MARKETING

Lebanese Canadian University - Aintoura

June 2016

ECONOMIC SCIENCES

École des filles de la charité - Ajaltoun



SKILLS

Time management

Working under pressure

Teamwork

Flexibility

Solution oriented

Formal languages

Supply chain management

Fast learner

Attention to detail

Emotional Intelligence

Culture Awareness



TOOLS

- CRM
- Microsoft Excel, Work, Teams Outlook, PowerPoint
- Inditex extranet, gipi & moca
- Jira
- Zendesk
- Social Media management



CERTIFICATES

- Model UN

Christina Khoury

MARKETING ASSOCIATE



PROFILE

Marketing associate with 6+ years in commerce. Strong expertise in merchandising and digital innovation. Ability to offer planning, coordination, and execution of marketing programs and projects.



WORK EXPERIENCE

CUSTOMER EXPERIENCE AGENT

April 2020 - Present / Azadea Group

- Complaints resolution with constant follow-up on procedures to avoid repetitive complaints.
- Purchase flow assistance; purchases, exchanges and refunds.
- Keeping outstanding product knowledge and technology awareness for maintenance of brand image.

SALES ASSOCIATE

April 2018 - April 2020 / Azadea Group

- Welcoming consumers, answering their inquiries, enhancing product engagement, and delivering exceptional customer service.
- Handling funds, running the till, and controlling drawers.
- Maintaining product knowledge and executing tasks for updated displays.

STOCK CONTROL

January 2017 – March 2018 / Khoury Freres

- Verify and compare the received products with the purchase orders, shipment, purchase invoices, and receipts.
- When stock levels drop, alert supervisors and restock the shelves as necessary.
- Staying up to date with suppliers on latest promotions and offers for the inventory.

MERCHANDISER

July 2015 – December 2016 / Maliks

- Create fresh, customer-engaging ways to display, arrange, and price items in stores.
- Examine market trends and customer behavior to forecast demand and changes in buying behavior.
- Offer opinions regarding marketing initiatives



LANGUAGES



ENGLISH



FRENCH



ARABIC



SPANISH



INTERESTS



Travel



Baking



Soccer



Gym