



# MELISSA MATAR

## Project Coordinator

A motivated young professional looking for a job opportunity where I can deploy my skills and develop my knowledge along with my positive attitude that I bring to work every day.

### CONTACT

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☎ +961 71 716 119

### SKILLS

- CRM
- Microsoft Office Suite
- Good Communication Skills
- Multitasker
- Internet Research
- Fast Learning Abilities
- Ability to Work Under Pressure
- Social Interactions

### LANGUAGES

- Arabic Native
- English Fluent
- French Fluent

### WORK EXPERIENCE

#### PROJECT COORDINATOR

Aug 22 - Jan 23

Nexus: Telecom Services & Smart Solutions Provider

- Issue daily and weekly reports to track projects, resource loading and timelines.
- Communicate project status reports including risk assessment and mitigation plan.
- Develop strategies to effectively closeout projects.

#### EQUIPMENT RENTAL ASSOCIATE

Jul 22 - Aug 22

Allios: Digital Supply Chain Solutions for Telecom Industry

- Coordinate with vendors in order to receive qotes and choose the convenient one.
- Adding the invoices and approving the amounts based on the requested equipment and qote.
- Creating the purchase order and adding it to the system

#### CONTACT CENTER SENIOR OFFICER

Feb22 - Jun22

Byblos Bank SAL

- Handling and managing VIP clients' portfolios and requests.
- Maintaining the quality and professionalism in executing the requests and answering client's queries to ensure client satisfaction
- Supervise the work of a 6 agents team to ensure quality.
- Training new joiners to become professional Contact Center Agents

## CONTACT CENTER OFFICER

Byblos Bank SAL

Aug16 - Jan22

- Manage a portfolio of clients and assist them in all the different phases from onboarding to customer satisfaction and retention via all mediums (phone calls, emails, mobile application, internet banking, welcome surveys, and social media platforms)
- Manage and follow up on customers' inquiries and requests related to all different banking products and work on complaint resolution and problem-solving.
- Coordinate with different departments to ensure the successful settlement of customer's technical issues (IT, legal, Compliance, and treasury...)
- Proceed with loyalty points redemption against flight tickets or loyalty program items.
- Upselling and Cross selling functions with credit Cards or Loans.

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## EDUCATION

Masters in Marketing  
Lebanese University-FSEG II

2015-2017

Bachelor in Marketing  
Lebanese University - FSEG II

2012-2015