

# Ali Diya

□ Beirut

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## OBJECTIVE

A self-motivated and an active team player with good set of skills and knowledge, looking for an opportunity where I can acquire more skills, add value and bring success to the company I will be a part of.

## EDUCATION —

### Bachelor Degree in Marketing—

Lebanese International University (09/2015 – 06/2020)

## SKILLS —

Oracle –EPIC- Case Ware –Cisco – Minerva  
Microsoft Excel -Microsoft Word -Microsoft PowerPoint  
Customer Service -Time Management  
Problem Solving- Communication and Negotiation- Teamwork

## LANGUAGES —

Arabic – Native or Bilingual Proficiency  
English – Full Professional Proficiency  
French – Elementary Proficiency

## Volunteer Work —

### Lebanese Red Cross Emergency Sector:

Provide immediate medical service and transport patients to and from the hospital.

### Lebanese Red Cross Youth Department:

Identify needs of families, provide them with needs.

Plan Activities and entertainment for kids.

Field visits and direct contact with families.

## EXPERIENCE

### 11/2022- Current

#### Social Worker – Lebanese Red Cross/ Disaster Management Department

- Planning within Sphere standards.
- Collecting Data from beneficiaries.
- Training municipalities for cholera prevention techniques.
- Following up with municipalities regarding given Chlorine and doing a routine test.
- Checking needs of beneficiaries and following up with them after providing them.
- Collaborating with UNICEF for vaccination campaigns.
- Organizing awareness sessions.
- Working on WASH programs (providing clean water and giving hygiene standards).

### 02/2020-10/2022

#### Social Media Account Manager –Marketing Zone

- Creating and publishing contents on all social media platforms.
- Managing content boosting and following strategies to meet target.
- Copywriting and analyzing data and insights.
- Engaging with audience.
- Collaborating with sales and marketing teams to develop social media campaigns.
- Setting up and optimizing company pages within each platform to increase the visibility of company's social content.

### 01/2019 – 01/2020

#### Patients Affairs • American University of Beirut Medical Center

- Assisting patients by guiding them to their right destinations.
- Assisting patients effectively by solving their disputes and problems.
- Setting up the new AUBMC application for patients.
- Handling incoming phone calls and replying to all inquiries.
- Setting up educational papers inside the hospital.
- Providing the patient with the requested information.
- Scheduling various appointments to patients.
- Handling patients' complaints and following up with them.

### 03/2016-01/2019

#### Customer Service Representative • Touch LB (Teleperformance)

- Handling complex queries and complaints.
- Keeping track of all team's deadline and target.
- Managing large amounts of inbound and outbound calls in a timely manner.
- Identifying customers' needs, clarifying information, researching every issue and providing solutions and/or alternatives.
- Keeping records of all conversations in our call center database in a comprehensible way.
- Meeting personal / team qualitative and quantitative targets.
- Handling and resolving customer complaints.
- Turning complaints into opportunities.
- Responding to all inquiries in a professional matter.

