



# REEM EL NOUNOU

## LAW STUDENT

### Profile

I am a fourth-year law student, currently looking into learning more about my field through workshops, internships, or part-time jobs. Strong communication and computer skills. Team player with an eye for detail. Trying to learn new things every day.

### EXPERIENCE

#### MAIDS.CC

Chat Enchanter

**April 2023 - May 2023**

- Live contact with prospects and clients' issues and inquiries during the pre-sales period and after-sale follow ups.
- Informing prospects with required data.
- Consistent data entry for the statistics department.
- Weekly reports for the quality control departments regarding calls and chats' notes.

Quality Controller

**July 2022 - April 2023**

- Day-by-day customer service agents inbound and outbound calls supervision.
- Specific and detailed observation of the sales process.
- Weekly feedback, suggestions, highlighting areas of improvement for assigned agents.
- Weekly reports for the customer service agent's calls, notes, errors, and error categories.



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### EDUCATION

#### SECONDARY SCHOOL (5TH-9TH )

Lycée de la Finesse

**2010-2015**

#### HIGH SCHOOL

Lebanese Evangelical School for Boys and Girls

**2015-2017**

#### BACHELOR OF LAW

Beirut Arab University

**2019-Present**

### SKILLS

- Team Management Design Thinking
- Fluency in English, Arabic
- Basic French
- Computer Literacy Microsoft PowerPoint Microsoft Word
- Excel sheets, Google sheets
- Strong Communication skills
- Proficient in the following tools: ERP, Canva, Trello, Liveperson Conversational Cloud, Ziwo and Slack

## **SUMMER ONLINE INTERNSHIP**

Cyber Blog India

**July 2022-October 2022**

- Wrote articles within the Cyber law field.
- Built the skills of working on Canva and using Slack and Trello for communication.
- Bonded with the community and interns over biweekly meetings to discuss cyber law concepts and cases.

## **WRITER/TRANSLATOR/TUTOR**

Freelance

**2017-Present**

- Shadow wrote several personal essays and blog articles.  
Formulated captions, advertising, and social media posts. Private lessons for grades 5-12.
- Translating documents from Arabic to English and English to Arabic for expats and foreigners.
- Wrote official statements and petitions for sports federations.

# EXTRACURRICULAR ACTIVITIES

## **HUMAN RIGHTS CENTER - BAU**

Member/Volunteer

**October 2019- Present**

1. Workshops regarding different subjects including:
  - "Parliamentary Elections in Lebanon" in coordination with LADE
  - "Rights of missing and forcibly disappeared persons - Legal, national and international commitments" in coordination with the United Nations Peacebuilding Fund
2. Constant studying and implementation of the Universal Declaration of Human Rights in Arabic and English
3. General and detailed education regarding Non-Governmental Organizations in Lebanon