

SARA DIAR BAKERLI

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PERSONAL PROFILE

A skilled management professional with more than a year of experience in marketing, management and proven ability to assist customers with a well - informed selection of suitable products and services. A proactive problem solver who is committed to providing exceptional services and maintaining high service standards, with dedication to delivering solutions, handling complaints, and solving problems. Also a computer scientist with passion for full stack development, software engineering and experience in a variety of programming languages and technologies, including Java, Python, HTML/CSS, JavaScript, bootstrap, C/C++ and more.

WORK EXPERIENCE

OPTIMAL SOLUTIONS, Beirut Digital District

Digital Communications Supervisor and Back Office Coordinator

2022 – Present

- Manages a team of 6 outbound sales specialists.
- Established monthly goals for each sales development representative leading to an average monthly improvement in sales.
- Oversees digital platforms, including website, blog and social media.
- Manages the daily operations of the company by providing effective solutions that help meet customers' needs, ensuring that all customers receive excellent customer service during all contact points with the company.

Hope Water, UAE

Truck and Delivery Coordinator

November 2021 –April 2022

- Coordinates delivery drivers and orders to meet customer satisfaction on order accuracy and timeliness.
- Schedules deliveries and prepare delivery documentations.
- Processes driver payrolls and review driver paperwork for shipments.
- Directs coordinates and reviews activities in sales and service accounting, and in receiving and shipping operations.
- Coordinates delivery drivers and orders to meet customer satisfaction on order accuracy and timeliness.
- Schedule deliveries and prepare delivery documentation.
- Process driver payrolls and review driver paperwork for shipments.
- Direct, coordinate, and review actives in sales and service accounting, and in receiving and shipping operation.

EDUCATION HISTORY

Bachelor Degree in Computer Science

2020-Present

Arts, Sciences, and Technology University in Lebanon (AUL)

SKILLS AND QUALIFICATIONS

- Strong leadership and management skills
- Excellent communication and interpersonal skills
- Proactive problem solver with high attention to detail and ability to multitask
- Knowledge in Microsoft Office tools (Word, Excel, PowerPoint) Outlook.
- Data analysis and reporting
- Linguistic skills: Arabic (Native) – English (Fluent)