



SOPHIA CHAMMAS

WORK EXPERIENCE

Patient Relations Officer

Saint George Hospital University Medical Center, Achrafieh

Jan 2022- Nov 2022

- Learned to interact with patients while ensuring that they are satisfied with their care and feel comfortable communicating with their providers.
- Coordinated activities between different departments and handled all communication and complaints.
- Conducted around 100 satisfaction surveys to promote corporate loyalty and service recognition.
- Informed families and patients of all rights and duties and adhered to stringent privacy guidelines to protect patients' and their families' privacy.
- Received constant feedback and then referred these comments to improve the hospital's services.

Marketing Coordinator

Robe to Wear, Sahel Alma

Mar 2019-Jul 2021

- Learned how to manage the business's social media channel.
- Created engaging content such as blog posts, videos, and photos that showcase the business's dress rental offerings.
- Assisted the company in establishing a marketing strategy that details their target market, distribution routes, spending limit, and objectives.
- Helped in creating business loyalty, increasing its awareness, and engaging potential customers through several giveaways.

MAKEUP ARTIST

Beauty Lounge by Sandra Bob

Aug 2017- Nov 2020

- Took part in a Makeup team of a Fashion Show held in B By Elefteriades.

EDUCATION

University of Balamand

June 2021

Bachelor of Science in Biology

- Appeared on the dean's honor list after achieving a grade of 85 or above (86.86%)
- GPA: 3.2

PROFILE

Results-driven professional with exceptional communication, leadership, and problem-solving skills. Passionate about delivering exceptional customer experiences and driving success in any role. A valuable asset to any team.

ADDRESS

Zouk Mosbeh, Lebanon

CONTACT

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DATE OF BIRTH

23-08-2000

LANGUAGES

- English (Fluent)
- Arabic (Fluent)
- French (Fluent)
- Spanish (Beginner)
- Mandarin (Beginner)

ACTIVITIES AND INTERESTS

- Cooking
- Dance
- Drawing
- Music
- Photography
- Travel

College Saint Joseph Antoura

Jul 2018

Lebanese Baccalaureate

-Life Sciences

-Graduated with honors "Mention Bien"

LICENSES AND CERTIFICATIONS

APR 2023

[Attract and engage customers with digital marketing](#)

Google

APR 2023

[Foundations of Digital Marketing and E-commerce](#)

Google

SEP 2022

[Women Cancer Awareness Webinar Series](#)

Cancer Com

MAY 2022

[Learn Basic Vaccine Immunology](#)

Udemy

KEY SKILLS AND CHARACTERISTICS

- | | |
|-----------------------------|---------------------------|
| • Analytical skills | • Leadership |
| • Communication | • Teamwork |
| • Creativity and Innovation | • Time management |
| • Critical thinking | • MS Word, Excel, MS PPT. |