

ROUA AL GHOSH

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Address: Mount Lebanon

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EDUCATION

Lebanese University

Master of Corporate Communication

Oct 2021- July 2022

Unesco, Beirut

Lebanese University

Bachelor of Public Relations and Corporate Communication

Oct 2018- July 2021

Unesco, Beirut

PROFESSIONAL EXPERIENCE

Telesales Representative

Nov 2022- Jun 2023

IDP IELTS

Sadat Street, Hamra, Beirut

Conduct cold calls to potential clients to promote company's services

Answer telephone calls in a timely manner and providing helpful accurate information to callers.

Schedule appointments for clients to meet study abroad and immigration consultants .

Enter and update customers' information, and alert customers about new offerings

Follow up with potential and existing clients and maintain a good relationship.

Monitor sales performance , close deals and provide regular reports on personal sales.

Being attentive to customers' requirements in order to encourage repeat sales.

English Teacher

Sep 2021- July 2022

Al Iman High School

Al Iklim, Mount Lebanon

Assist in implementing a complete teaching plan

Organize learning material and resources and help students to learn the material required

Use a variety of activities and instructional methods (songs, stories, games, art,) to motivate children's abilities

Maintain an open line of communication with parents and provide appropriate information

Evaluate students' performance and progress to ensure they are mastering the skills on regular basis

Monitor children's interactions and nurture cooperation and sharing

Adhere to teaching standards and safety regulations

LANGUAGES

- Arabic (native)
- English (very good)

SKILLS

- Interpersonal skills
- Writing skills
- Computer skills (word, excel and PowerPoint, outlook, google form and sheet)
- Time management
- Teamwork