

# Aya Mohamad

aya\_mohammadd@hotmail.com

Beirut Lebanon

Lebanese

+96171158497

07/07/2001

Female

## Profile

A highly motivated and dynamic business management graduate with diverse experience in sales, writing, hospitality, and business management. Proven track record of driving sales growth, delivering exceptional customer service, and collaborating effectively in team environments. Seeking opportunities to leverage skills and knowledge in a fast-paced professional environment.

## Professional Experience

### Admin Officer

Crown Concepts Group (CCG)

09/2023 – 05/2024

Downtown Beirut, Lebanon

- Act as the primary point of contact for customer inquiries, feedback, and complaints.
- Resolve escalated customer issues promptly and professionally to ensure high levels of customer satisfaction.
- Collect, analyze, and interpret customer feedback and operational data to identify trends and areas for improvement.
- Develop and implement initiatives to enhance customer retention and loyalty.
- Track and evaluate employee performance against established KPIs related to customer service and operational efficiency.
- Maintain accurate documentation and records related to customer interactions and operational processes.

### Hostess

02/2023 – 09/2023 | Beirut, Lebanon

Nighttales

- Greeted and seated guests with a warm and welcoming demeanor.
- Assisted in managing reservations and ensuring smooth restaurant operations.
- Maintained a positive and friendly atmosphere for guests.

### Hospitality Services FIFA World Cup Qatar 2022

10/2022 – 12/2022 | Doha, Qatar

Dohatna Hospitality

- Provided top-notch hospitality services to international guests.
- Handled guest inquiries and ensured their comfort and satisfaction throughout their stay.
- Represented the host country with professionalism and cultural awareness.

### Freelance Screenplay Editor and Co-Writer

2020 – 2021 | Beirut, Lebanon

- Edited and co-wrote screenplays for various clients, ensuring coherent storytelling and engaging narratives.
- Collaborated closely with writers to refine dialogue and plot development.
- Delivered projects on time, meeting clients' expectations and receiving positive feedback.

### Sales Associate

2019 – 2020 | Beirut, Lebanon

adidas

- Assisted customers in finding the right products, leading to a 15% increase in overall sales.
- Demonstrated excellent product knowledge and provided exceptional customer service.
- Collaborated with the store team to meet and exceed sales targets.

## Education

**Beirut Baptist School**  
*High School Degree*  
Valedictorian Student

2014 – 2019 | Beirut, Lebanon

**Lebanese University**  
*Bachelor's of Business Management*

2020 – 2023 | Beirut, Lebanon

## Languages

English, Arabic, Turkish

## Skills

**Customer Relationship Management** (Ability to build and maintain strong relationships with customers)

**Communication Skills** (Effective communication in dealing with customers, team members, and stakeholders)

**Leadership** (Motivated team members, delegated responsibilities, and achieved common objectives)

**Problem-Solving** (Identified issues, developed solutions, and contributed to improved processes and outcomes)

**Adaptability** (Successfully navigated through changes and demonstrated flexibility)

## References

Available upon request.