

## Contact

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## Top Skills

Project Management

Customer Service

Team Leadership

# Marwa Bou Hatoum

Customer Service Specialist

Beirut Governorate, Lebanon

## Summary

With over 4 years of extensive experience as a Telemarketing and Customer Service Manager, I bring a wealth of expertise in leading teams and achieving remarkable outcomes. My passion lies in delivering exceptional customer experiences and accomplishing sales targets through adept team management and strategic implementation.

Throughout my career, I have consistently demonstrated my ability to guide high-performing teams, nurture talent, and cultivate a customer-centric ethos. My leadership style encourages cooperation and empowers individuals to surpass their goals while maintaining an unwavering commitment to customer satisfaction.

I possess a versatile skill set honed across various industries (architecture, medical records, law firm, insurance), making me well-equipped to meet the unique challenges of diverse markets. I thrive in tackling challenges and possess a keen ability to identify opportunities for enhancing processes and driving revenue growth.

In today's ever-evolving business landscape, I recognize the importance of staying ahead of industry trends and harnessing cutting-edge technology to streamline operations and elevate customer interactions.

My dedication to achieving excellence, adaptability, and a results-oriented approach positions me as an invaluable asset in realizing your telemarketing and customer service objectives. Let's collaborate to elevate your business, exceed customer expectations, and propel growth together.

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## Experience

MVision

## Customer Service Specialist

February 2021 - Present (2 years 8 months)

New Jersey, United States

Assessed and actively contributed to ongoing enhancements in business planning and strategic initiatives.

Strategically crafted business plans and executed sales strategies in alignment with them.

Directed the establishment and leadership of a vibrant and proactive team.

Proficiently managed both internal and external company communications pertaining to business goals.

Conducted research on target demographics and compiled directories of individuals and organizations to engage with.

Developed an informative audio presentation, with the goal of delivering the most valuable information to potential clients.

Responded to inquiries, comments, and issues regarding our services and products.

Maintained awareness of product updates and offerings.

## Influencee

### Virtual Assistant

September 2019 - Present (4 years 1 month)

- Managed electronic and paper filing systems by updating paperwork, maintaining documents and accurately recording information.
- Executed travel arrangements by researching and booking flights and accommodations.
- Completed administrative tasks by performing business correspondence, transcription and data entry.
- Worked with senior management to initiate new projects and assist in various processes.
- Promoted team productivity by keeping supplies organized and well-stocked.
- Maintained office supplies inventory by checking stock and ordering new supplies as needed.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Worked on influencer content for influencers with over 400k followers.

## Freelance

### Freelance Copywriter

September 2014 - Present (9 years 1 month)

It is online work for different platforms following targeted styles, grammatical approaches and narrative voices for each piece. It requires working with copycatting and development editors to enhance development and presentation of each piece. Delved into several unique themes and subjects with every platform targeting a specific topic. To stay up to date, social media and online sources for industry trends are always being monitored. The articles help in driving operational improvements which resulted in savings and improved profit margins. Several articles are used to sell several products dedicated to a specific clientele.

### Lebanese American University

#### Fabrication Lab Supervisor

September 2018 - June 2020 (1 year 10 months)

Jubayl, Mount Lebanon, Lebanon

- Worked with design customers to understand needs and provide model making service.
- Built 3D Models (physical and on software) and Renders
- Handled a 3D Printer and Laser cutter for 3D Models.
- Assisted teachers and students with their daily work.
- Supervised the workshop.

### Galal Mahmoud Architects

#### Architect

June 2019 - August 2019 (3 months)

Beirut, Lebanon

- Supervised preparation of technical drawings by architectural technicians, CAD technicians and drafters.
- Recommended minor adaptations and modifications to complete working drawing sets.
- Created new and innovative approaches to problems and discussed strategies with project managers.
- Attended all team meetings to resolve technical and project issues, coordinate with team members and review project schedules.
- Worked on several architectural projects for 2D drawings and real life renders.

### Ardeco Contract

#### Furniture Designer

June 2018 - August 2018 (3 months)

Beirut, Lebanon

- Monitored social media and online sources for industry trends.
- Designed custom furniture adapted to floor plans, working closely with multiple furniture vendors.
- Worked with customers to understand their needs and provided furniture designed specifically for them.
- Maintained excellent attendance record, consistently arriving to work on me.
- Met with clients and sold several pieces of furniture.

## House of Architect

### Architect

January 2018 - July 2018 (7 months)

Jubayl, Mount Lebanon, Lebanon

- Created, printed and modified drawings in AutoCAD and Revit.
- Coordinated with clients, consultants and contractors for design work.
- Coordinated with segment leaders to promote architectural goals and design concepts.
- Devised overall strategy for documentation and identified design sets planned for each stage of work including as-built designs and final building information models (BIM).
- Assisted customers by answering questions and fulfilling requests.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Regularly exceeded daily sales and product add-on quotas.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Maintained laser cutting machine, CNC Machine, Printers, Vinyl Printing, Print on shirts, and customer design projects.

## Lebanese American University

### Computer Lab Supervisor

January 2015 - June 2017 (2 years 6 months)

Beirut, Lebanon

- Executed various techniques, including installing software and controlling access to maintain servers and systems, keeping networks fully operational during peak periods.

- Retained existing clients and developed new accounts by extending high quality and efficient support service.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Took care of printers.
- Supervised and helped students and teachers in their daily tasks requiring computers.

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## Education

Lebanese American University

Bachelor of Architecture - BArch, Architecture · (2014 - 2020)

Le Lycee National

High School Diploma · (1999 - 2014)