

CYNTHIA CHOUCKRY

RELATIONSHIP CONSULTANT

CONTACT



00961 76 488 478



Cynthiachoukry@gmail.com



Antelias, Lebanon

EXPERTISE

- Active listening and Communication Skills
- Assessment and Evaluation
- Interpersonal Skills and Cultural Competance
- Conflict Resolution and Problem Solving
- Quadrilingual : Arabic (Native), English (Advanced), French (Advanced), Portuguese (Intermediate)
- Computer Skills : Communication and Collaboration (Teams, Zoom), Office Suites (Microsoft Office and Google Workspace), Project Management Tools (CRM softwares)

EDUCATION

Lebanese University -

L3 in Psychology specializing in Counselling

2018 - Present

Ecole Saint Georges Bsalim -

Lebanese baccalaureate in Sociology and Economics

Graduated in 2018

WORK EXPERIENCE

Operations Coordinator

MCsquare (Family business)

April 2020 - Present

- Facilitating seamless communication between clients, teams, suppliers, and contractors.
- Coordinating meetings, calls, and site visits to ensure collaboration and strong relationships.
- Handling calls, emails, and documents and maintaining organization and confidentiality.
- Managing schedules, appointments, and travel arrangements.
- Providing basic bookkeeping support for invoices and expenses.
- Identifying and resolving issues, finding effective solutions in dynamic environments.
- Mediating conflicts and promoting productive and respectful communication.

Customer Support Agent

Nymgo (Company shutting down)

July 2021-2023

- Maintaining customer records.
- Handling complaints and conflict resolution.
- Collaborating with internal teams to resolve escalated issues and preventing future conflicts.
- Offering professional and knowledgeable guidance to customers, assisting them in navigating our services
- Responding to Customer Inquiries.
- Reviewing payment requests
- Verifying supporting documentation
- Validating payment details

Seventh and Eighth Grade Tutor

Freelancing

2019-2021

- 1-1 tutoring sessions in Mathematics and English
- Assisted students in completing their homework
- Helped students prepare for exams by reviewing key concepts, providing practice questions, and teaching effective study techniques
- Encouraged students to think critically and solve problems independently
- Regularly assessed students' progress to identify areas of improvement and adjust strategies accordingly