



# RIWA FAKHER



## Contact



Lebanon, Aley



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## Skills

### Presentation Skills



### Problem Solving



### Creativity



### Communication



## Education

Bachelor of Science in Computer and  
Communication Networks Engineering (CCNE)  
Lebanese University, Faculty of Technology Abey,  
Lebanon, Jul 2020

Hussein Massoud Secondary Public School  
Bechamoun, Lebanon  
Lebanese Baccalaureate, Diploma in General  
Sciences, Jun 2017



## Work Experience

- Online Sales and Marketing Manager-Tulip  
Media in Dubai  
Jun 2022 – Jun 2023

- Leading a team of online sales representative,providing guidance and support to achieve sales targets.
- .Monitoring and evaluating the performance of telemarketing representatives, providing feedback and conducting performance reviews.
- Analyzing sales data and call metrics to identify areas for improvement and optimize telemarketing efforts.
- Stay up to date with the latest social media best practices and technologies.
- Attend educational conferences.
- Collaborate with Sales and Product Development teams.
- Communicate with industry professionals and influencers via social media
- Train others in the team.
- Collect data.
- Provide constructive

- Customer and Admin Support — PassPro, Downtown,Lebanon  
Jun 2023

- Handling of packages received in office and handling of handing over documents to clients and Passpro Team.
- Taking complete care of the process for new applications for any program from A-Z.
- Ensuring that client applications or support to administration team is being done on a timely manner
- Answering calls/emails and providing feedback and reporting those calls/emails on HubSpot and in daily reports
- Maintaining, and interpreting personal history information for PassPro Clients that will enable applications to be accurately and speedily completed, identify, and follow up with clients to gather missing information where required.
- Ensuring each Application and Supporting Document list is vetted before submission to the Government Units.

- Media Solutions – Telemarketer, Beirut,  
Lebanon  
Nov 2020 – Jun 2022  
Team Leader and Sales Representative
- Organizing meetings
- Managing coworkers and following up with them to ensure high quality service.
- Assisting and selling services to customers.



## Languages

- **Fluent in English and Arabic**



## Soft Skills

- **Virtual Platforms:** Zoom, Cisco, Skype, social media
- **Microsoft Word, Excel, PowerPoint**

## Related Experience

- **The Spot**  
Choueifat, Lebanon  
Sep 2017 – Jun 2019
- **Concession at Empire Cinemas**
  - Handling cash.
  - Greeting and guiding customers.
- **Lebanese Advertising Agency As Web Development**  
Aley, Lebanon  
Jan – Dec 2019
- **Training for college degree**
  - Programming and developing websites.
  - Meetings for marketing where offers were discussed.



## Awards

- **Recipient of a scholarship from Hussein Massoud Secondary Public School, 2014**
  - Took an exam and based on results I was offered a scholarship and a trip to Egypt
- **Participation Award from Lebanese American University for participating in Model United Nations, 2015**