

Aya Kanawati

Business Management Graduate

Experienced Business Management Graduate with 5+ years of customer service providing exceptional support to clients. Executed all administrative tasks to the highest standard while providing a high level of commitment to ensure positive experiences and achieve optimal results.



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Tripoli, Lebanon

08 January, 1999

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WORK EXPERIENCE

Front Desk Receptionist Dina's Gym

02/2019 - 11/2022

Tripoli, Lebanon

Tasks

- Received visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
- Scheduled appointments with clients to start new membership or follow up on past memberships.
- Updated member records with new contact information and payment details.
- Ensured reception area is tidy and presentable with all necessary stationer material.
- Explained facility policies to new members.

Head Cashier Koton Retail Store

05/2018 - 02/2019

Tripoli, Lebanon

Tasks

- Created and maintained a positive work environment for all cashiers.
- Communicated with customers and addressed any problems they may have.
- Operated registers and performed general checkout functions.
- Generated reliable and accurate till reports from every register.
- Resolved cash tills when closing, ensuring the money matches the report and is stored safely.

Customer Service Representative The Village

05/2017 - 05/2018

Tripoli, Lebanon

Tasks

- Greeted customers, answered calls, and addressed billing concerns.
- Resolved customer complaints.
- Directed customers to the right department or supervisor.
- Kept records of customer interactions.

EDUCATION

Bachelor's Degree in Business Administration and Management Lebanese International University

02/2021 - 01/2023

Tripoli, Lebanon

SKILLS

Communication

Problem Solving

Dedication

Customer Service

Data Entry

Office Administration

Effective Organization

Multitasking

Ability to Work Under Pressure

Complaint Resolution

PERSONAL PROJECTS

Pepsi "back to the 80's" Advertisement

- Directed and filmed Pepsi "back to the 80's" advertisement for Marketing day competition in Beirut Arab University.

English Short Story

- Wrote a short story for school competitions in Lebanese American University

ACHIEVEMENTS

Revamped Peña Madridistas Instagram account, improving user engagement by over 60%

Promoted within 2 months to the Head Cashier Position.

Won employee of the month award with compensations for 3 consecutive months leading sales (sold the biggest transaction in all Koton branches)

1st place high distinction student in SE senior class.

Elected captain of the school volleyball team who reached the final four in Lebanese school tournament.

Planned organized and managed all senior class events earning huge amounts of cash to cover prom expenses.

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

Volleyball

Football

Traveling

Speed and drifting

Basketball

Blogging