

Hiba Majed

Lebanon - Beirut

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☐ **Personal statement :**

An experienced customer service executive . Highly focused with a comprehensive knowledge of how to maintain professional , helpful . Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst .

☐ **Career objective :**

I am seeking a position within you reputed organization , with the intention to have the opportunity to gain experience and knowledge from your company hopefully to start a career with your institution

☐ **Key Skills :**

☐ **Professional :**

- Experience of Microsoft software like : Word , Excel and PowerPoint and JDE
- Performed various translation and interpretation duties

☐ **Personal :**

- Good public relations
- Ability to work effectively in a team environment
- Ready to learn and gain new experiences
- Capable of concentrating and working under pressure
- Flexible approach to helping other members of the team
- Fluent in Arabic , French , English and good in Spanish

? **Employment History**

- Sales Associate - Adidas - ([May 2018 - June 2020](#))
 - Assistant Manager - Adidas (Azadea Group) - ([July 2021 - March 2023](#))
- ☐ Working as part of a team in a busy and dynamic retail store . Providing support , help and advice to customers who use the company's products or services . Also , responsible for explaining our products and answering customer's questions.

❖ **Duties:**

- ✓ Supporting the manager and replacing him/her when needed.
- ✓ Maintaining and achieving the highest standards of customer service.
- ✓ Handled customers' questions and clarifications and complaints in a professional manner.
- ✓ Offering exceptional customer service.
- ✓ Presenting managerial reports and action plans.

? **Education:**

- ☐ Bachelor in Translation and Interpretation - *Lebanese International University* , Beirut - Lebanon ([2018 - 2022](#))