

Manale Hamasny

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PROFILE

I am a professional and dedicated person with more than 9 years' experience in the business, marketing and communication field mainly in sales and customer service. My main responsibilities were acting as a liaison, provide product/services information and resolve any emerging problems that customer/personnel might face with accuracy and efficiency.

Languages skills (spoken/written) Fluent in Arabic and English

Computer skills: Advanced in MS Word, Excel, Power Point, Outlook, ERP, POS, Soft Mind, and Email.

EDUCATION

- **Bachelor of Arts (BA) in Marketing 2013 - 2017**

Arab Open University (AOU)
Faculty of Business Studies
Lebanon- Beirut- Badaro

- **High School - Lebanese Baccalaureate Sociology and Economics 2012**

Saint George School (SGS)
Lebanon- Beirut

EMPLOYMENT HISTORY

- **Relationship Builder Supervisor**

December 2022 – Present

Main duties & responsibilities / Qualifications

- Advise the team on critical cases
- Approving Refunds, compensations etc..
- Supervising the team to assure a smooth work flow and reporting accordingly

- **Senior Relationship Builder**

June 2022- November 2022

Main duties & responsibilities / Qualifications

- Handling VIP clients
- Handling Escalations

- **Relationship Builder**

June 2021-June 2022

Maids.cc UAE
Remote Job

Main duties & responsibilities / Qualifications

- Deal with the Clients who sign on daily basis with the company
- Help the client and the maid solve any type of problem

- **Sales Manager** **November 2021- May 2022**
- **Sales Executive** **January 2018-November 2021**
Antoine Karam House Linen
ABC Verdun

Main duties & responsibilities / Qualifications

- Having strong product knowledge of the Fabrics and materials.
- Great communication skills and brand awareness to assure customer satisfaction
- Responsible for opening and closing the store, handling cash, Customer database, Beginning and End of month reports etc...
- Dealing with Staff training, Schedule and assessment

- **Sales in Charge** **July 2017 – December 2017**
The Corner by Joanna Dahdah
ABC Verdun

Main duties & responsibilities / Qualifications

- Having strong Brand awareness of all brands available
- Maintaining good customer relation
- Responsible for opening and closing the stand cash, database etc...

- **Customer Service Officer** **October 2014 – June 2017**
Majid Al Futtaim (MAF) - City Center
Lebanon, Beirut

Main duties & responsibilities:

- Responsible for handling a wide range of incoming calls and face to face requests and complaints from customers.
- In charge of resolving all the complaints positively and assure the customers' complete satisfaction.
- Creating a good first impression and maintaining a professional image face to face, on the phone and by email.
- Responding appropriately to customer questions and comments.
- Resolving complaints, transforming complaints into opportunities and going an extra mile to satisfy customers.
- Assisting customers in making a decision about a product or service to buy.
- Maintaining and updating customer databases.
- Training and Coaching new joiners and team members.
- Undertaking general administrative duties.

- **Sales executive** **October 2013 – October 2014**
Luxury Clothing Company
Lebanon, Beirut, Down Town

Main duties & responsibilities:

- Responsible for increasing product awareness and sales level
- Creating a positive brand image
- Cashier

- **Hostess**

August 2012 – September 2013

Roadster Diner
Lebanon, Beirut, Down Town Branch

Main duties & responsibilities:

- Welcoming customers
- Managing waiting lists
- Assure every customer is satisfied with the experience.

TRAININGS

- Customer Service Training (Complaint Handling, Communication Skills) – MAF DUBAI
- Body Language Training - Formatech/Integrated Learning Center, Lebanon
- Foundation for personal success – AOU
- Conflict Management - Formatech/Integrated Learning Center, Lebanon

REFERENCES

Available upon request