



## TALA SAAB

CUSTOMER SERVICE  
REPRESENTATIVE & TEAM LEADER  
BEIRUT - MARELIAS  
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SAABTALA6@GMAIL.COM

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## OBJECTIVE

To get an opportunity where I can make the best of my potential and contribute to the organization's growth. Seeking a position in a company where I can launch my career and build a valuable skill set.

## SKILLS & ABILITIES

- Team leader
- Hard- worker
- Multitasking
- Works under pressure
- Good listener

## EXPERIENCE

### CALL CENTER AGENT – SMART SOURCE

OUTSOURCING COMPANY – ASHRAFIEH, LEBANON  
2021 – 2023

- Responsible for answering inbound and outbound calls
- Responsible for following up on refugees
- Responsible for collecting and reporting on refugees feedback
- Responsible for addressing any refugees concerns

### About Zeid Transport CO.

2020 – 2021

Transportation Company – Badaro, Lebanon

- Responsible for managing office supplies and staff
- Handling all calls and daily emails
- Scheduling meetings and flights
- Customer service

### Doozy by Arope

2019 – 2020

Motor insurance company – Ashrafieh, Beirut

- Team leader for telemarketing and customer service department
- Oversee the team and make sure to motivate them and help them to reach their target
- Delegating tasks to team members

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- Always set up any updates for team members and for customers of the company
- Organizing and inspiring team members

**RAM IT SERVICES****2016 - 2019****Outsourcing call center that handles projects for hospitality sector**

- Sales and hitting profit targets
- Handling customers complaints
- Administrative tasks required for day to day operation
- Creating staff schedule
- Budgeting and financial management
- Setting on marketing plans

**Private Tutoring**

(Part – time job)

Private teacher

**EDUCATION****Lebanese University**

English Literature

**2014 – 2017****REFERENCE****AVAILABLE UPON REQUEST**