



Layal N. Karaja

Operations Agent, Assistant Manager, Customer Service, Sales Associate

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📍 Beirut, Lebanon

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WORK EXPERIENCE

Operations Agent TLS Contact

03/2023 - Present

Beirut, Lebanon

Achievements/Tasks

- Assured compliance with privacy regulations and handled sensitive information securely.
- Ensured that all required documents are available with the applicant; a minimum of 8 documents for each applicant.
- Reviewed a minimum of 30 applicants' data, maintaining confidentiality regarding applicants' information and discussions while accessing and handling applicants' data.
- Rendered support and guidance to around 30 applicants per day during the application process.

Assistant Manager Moukarzel Jewelry

01/2020 - 12/2022

Beirut, Lebanon

Achievements/Tasks

- Addressed operational challenges and made approximately 60% of decisions in the absence of the manager ensuring all processes are delivered accurately and efficiently.
- Engaged closely with the store manager and 3 sales associates to support in achieving organizational goals.
- Provided feedback and suggestions for process improvements and operational efficiencies to foster around 75% of the overall customer experience.
- Endorsed sales initiatives and strategies to meet or exceed sales targets.

Sales Associate/ Customer Service Adidas, Nike, Swarovski

05/2016 - 10/2018

Beirut, Lebanon

Achievements/Tasks

- Followed companies' guidelines and procedures while interacting with customers.
- Recommended relevant upgrades or items based on customer needs and preferences.
- Responded to inquiries regarding items, promotions and pricing; demonstrating a deep understanding of the store's merchandise including features and usage.
- Collaborated with team members and around 5 managers to meet sales goals and enhance the customer experience.
- Tracked a minimum of 20 customers daily to ensure their issues are resolved and they're satisfied.

EDUCATION

Bachelor of Economics Lebanese International University

10/2019 - 01/2022

Beirut, Lebanon

SKILLS

- Sales Strategy
- Commercial Awareness
- Customer Relationship Management
- Team Collaboration
- Customer Assistance
- Data Analysis
- Record-keeping
- Leadership
- Point of Sale
- Communication
- Conflict-resolution
- Statistics
- Macroeconomics
- Microeconomics
- Supply Chain
- Logistics
- Marketing
- Data Entry
- Data Interpretation
- Forecasting and Predictions
- Management
- Negotiation
- Decision-making
- Networking

CERTIFICATES

Supply Chain Management and Logistics
Course- Practical Accounting Academy
(10/2023 - Present)

Certificate of Appreciation- Adidas Group
(02/2017 - 02/2017)

LANGUAGES

French

Full Professional Proficiency

English

Professional Working Proficiency

Arabic

Professional Working Proficiency

INTERESTS

- Marketing
- Community Service
- Travelling
- Swimming
- Art
- Sports