

Razane Walid Arnaout

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PERSONAL INFORMATION

Nationality: Lebanese
Date & Place of Birth: 13/12/99 – Beirut, Lebanon
Gender: Female
Marital Status: Single

EDUCATION

Lebanese International University <i>Business Management</i>	2023
Vocational Development And Guidance Center <i>Business Management</i>	2020
Carmel Saint Joseph (CSJ) <i>French and Lebanese Baccalaureate</i>	2017

WORK EXPERIENCE

- Online Chat Delighter** Jan 2024 - present
Maids.cc Dubai, remotely from Lebanon
- Handle inbound and outbound calls and chats
 - Present the company services in a structured and professional manner, while also thinking out of the box to address unique scenarios
 - Investigate maids concerns and complaints, provide effective solutions to resolve them
- French-English Teacher** 2018 - present
Private teacher, Lebanon
- Provide personalized language instruction to students in the comfort of their own homes
 - Create customized lesson plans tailored to each student's needs and goals, improving their language skills in both English and French. Help them with grammar, vocabulary, pronunciation, and conversation practice
 - To create a supportive and engaging learning environment that helps students build confidence and proficiency in both languages
- French-English Teacher** 2022-2023
Fingerprints nursery, Lebanon
- Introduce young children to both languages through interactive and engaging activities
 - Create lesson plans, teach vocabulary and basic language skills, and to promote a fun and nurturing learning environment
 - Foster a love for language learning and help children develop their communication skills in both English and French
- Sales Associate** Feb 2019 - Oct 2021
Hennes and Mauritz, Alshaya, Lebanon
- Used effective selling techniques to promote products, cross-sell, and upsell to maximize sales revenue
 - Built and maintained strong relationships with high-net worth customers, ensuring a personalized shopping experience
 - Collaborated with the visual merchandising team to ensure products are displayed attractively and in line with brand guidelines
 - Processed customer transactions accurately using the point of sale system
 - Assisted with inventory management, including receiving, organizing, and restocking merchandise
- Sales Assistant** July 2017 - Jan 2019
La Vie En Rose, Retail Group, Lebanon
- Responsible for greeting and assisting customers, answering their questions, and helping them find the items they need
 - routine Assisting in stock inventories and store display, handling cash transactions and maintaining the cleanliness and organization of the store
 - Assisted in budget monitoring and expense control to ensure financial sustainability

- Collaborated with the OM to manager the procurement of supplies and resources while staying within budget constraints

VOLUNTEERING

Children's Cancer Center, AUB, Lebanon **Jan 2017- Jan 2018**

Took care of children cancer patients

Planned entertainment activities and events

LANGUAGES & COMPUTER LITERACY

Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Outlook, Internet use

Fluently speak & with high proficiency read/write: Arabic (native), French and English

PERSONAL STRENGTHS

Excellent communication and negotiation skills, results oriented, team player and problem solving abilities

References available upon request