

# Jana Damaj

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## Education

## Bachelor in Business Management

Lebanese international university, Beirut

Oct 2019 - Jun 2022

## Employment

## Hostess and promoter

Kristies Lab, Beirut

Jul 2017 - Sep 2019

- managing guests at functions like ceremonies, conferences and parties
- help plan and organize events
- demonstrating and providing information on products/ services

## Assistant teacher

Dent de lait, Beirut

Jul 2021 - Sep 2021

- Preparing the classroom for the students
- setting up the classroom for the lessons
- supervising children throughout the day

## Marketing and Sales

Freelance, International

Oct 2021 - Apr 2022

- Conducting market research, developing products, establishing pricing, liaising with major clients and stakeholders, developing and implementing marketing campaigns planning and creating strategies to reach potential customers
- pipeline
- conduct market research to identify customer trends
  - help in inbound and outbound marketing activities

### Operator and customer service

Land Rover Mana Automotive, Beirut

Sep 2021 - Aug 2023

Operator and customer service representative for Land Rover, Honda, Aston Martin And Dong Feng:

- Following up with the customers after providing the car service
- Resolving customer's problems and complaints professionally to ensure customer satisfaction
- Managing a large volume of inbound and outbound phone calls, emails and chats in an efficient and effective manner.
- Maintaining customer records through updating account information

## Import Documentation

CMA-CGM, Beirut

**Aug 2023 - Present**

- Prepares documents through import steps and procedures.
- Reviews paperwork and documents to ensure shipping, handling, charges, and customs fees are billed correctly.
- Maintains a database that tracks merchandise.
- Ensure compliance with import laws and regulations by staying updated on changes in customs requirements and assisting with

## Personal details

Date of birth

January 9, 2000

Place of birth

## Beirut

LinkedIn

linkedin.com/in/jana-damaj-b78346221

## Skills

## Logistics management

## Communication

Microsoft excel

## Multitasking

## Customer service

## Time management

### Attention to detail

## Languages

English

**Arabic**

French



customs clearance procedures.

- Assist in the preparation of import documentation for audits and compliance checks
- Maintain accurate records of import transactions, including invoices, shipping documents, and customs declarations.
- Collaborate with sales and purchasing teams to ensure accurate and timely delivery of goods to customers and suppliers.

## References

References available upon request.

## Hobbies

■ Traveling

■ Sports