



RAYANE ASSAAD

CUSTOMER SERVICE REPRESENTATIVE

Lebanese | Hadath, St. Therese - Lebanon | +961 76 950 864 | rayane_assaad@hotmail.com

PERSONAL PROFILE

I am a customer service representative with a passion for assisting and winning customer's loyalty. I have developed an approach to any task that I undertake and I am excellent in working with others to achieve timely objectives with excellency.

HIGHLIGHTED SKILLS

Team player
Communication skills
Organizational skills
Strong work ethic
Great attention to detail

PREVIOUS EDUCATION

Conservatoire des Arts et Métiers (CNAM)

BS IN COMPUTER SCIENCE, 2022 - PRESENT

Université Saint Joseph (USJ)

BA IN BUSINESS AND MANAGEMENT, 2015

Collège «Soeurs des Saints Cœurs»

LEBANESE BAC II ECO-SOCIO, CLASS OF 2012

SKILLS

Languages:

Arabic - Native
English - Professional
French - Professional

Computer Skills:

Ms. Office
Web
POS

HOBBIES

Reading
Cooking
Movies
Painting
Swimming

MY REFERENCES

Available upon request

WORK HISTORY

Operation Supervisor

TOTERS

2021 - 2023

- Monitors and supervises daily operational activities and responsibilities
- Identify and analyze new procedures to improve efficiency of operations
- Follow up with all providers to make certain they are adhering to our quality standards.
- Train, Develop, and Coach new joiners

Customer Service Agent

CREDIT BANK

2018 TO 2020

- Providing excellent customer service while being mindful of the Bank's products and services
- Resolving phone, walk-in, mail and email inquiries
- Identifying and solving customer needs, complaints and follow ups
- Processing transactions, account opening and money orders

Administrative Assistant

PEGASUS FOR TRAVEL AND TOURISM

2017 TO 2018

- Reporting monthly financial statements, reports, balance sheets and budgets
- Documenting financial transactions and payrolls
- Handling and updating main office calls and emails

TRAINING AND CERTIFICATE

Blom Bank

Car loans
Update KYC
Car modification

National Bank of Kuwait

Money transactions
Check transactions
Retail loans
Credit and debit cards

Saint Louis University

English proficiency assessment