

Nour AlRamli

Project Manager Assistant

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Gender: Female, Single, DOB: 28 / 4 / 2004

I am seeking an administrative position where I can implement my academic knowledge and business experience

EXPERIENCE

Ushopwedrop E-commerce (Concierge Team)

June 2023 - March 2024

- Assisted in developing and executing the marketing content plan and scheduling social media posts.
- Communicated with suppliers to manage product availability, promotions, and upsell/cross-sell opportunities.
- Reviewed client orders, confirm product availability, secure alternatives for out-of-stock items, and ensured client satisfaction(conduct follow-up calls with customers to confirm delivery receipt and service quality).
- Managed whole delivery process, coordinated with delivery companies, and followed up on the delivery process.
- Analyzed data to inform decision-making, monitor CMS updates.
- Utilized CMS, CRM, and POS systems for app editing and managing website content, ensuring consistency and accuracy across all platforms.
- Managed the entire website, including updating product listings, optimizing user experience, and implementing design changes.
- Collaborated with cross-functional teams to develop and execute strategies for enhancing website functionality and driving traffic.
- Conducted regular performance analysis to identify areas for improvement and implement solutions to enhance user engagement and conversion rates for targeted marketing campaigns.
- Stayed up-to-date with industry trends and best practices to ensure the website remained competitive in the e-commerce market.
- Edited the Ushopwedrop app's front page monthly according to events, trends, and occasions.
- Implemented and managed CRM system (managed customer databases)to streamline customer interactions , resolve issues, and provide personalized support, increasing customer satisfaction and retention..
- Analyzed customer data to identify trends and opportunities for upselling and cross-selling products, contributing to revenue growth.
- Collaborated with sales and marketing teams to develop and execute CRM strategies to acquire new customers and nurture existing relationships.
- Provided training and support to team members on CRM best practices and system functionality.
- Managed and operated the Point of Sale (POS) system to facilitate smooth and efficient customer transactions.
- Maintained inventory accuracy by regularly updating product availability and conducting stock checks.
- Collaborated with the sales team to promote special offers, discounts, and loyalty programs .

Kataleya Perfumery, Sales Associate

March 2024 - April 2024

- Ensured precise completion of tasks , resulting efficient working hours.
- Demonstrated exceptional patience and attentiveness in addressing inquiries and concerns from team members, and owner resulting in high satisfaction.
- Cultivated relationships with the owner , fostering trust and collaboration and ensuring alignment with objectives.
- Tracked progress and analyze data, providing insights and maintaining accuracy and compliance with standards.

- Greeted and assisted customers in selecting the perfect fragrance to meet their preferences and needs.
- Successfully promoted new perfume launches, enhancing brand visibility and driving sales growth.
- Demonstrated exceptional patience and attentiveness in addressing customer inquiries and concerns, cultivating relationships with over 400 satisfied customers, fostering loyalty and repeat business
- .Leveraged social media platforms to effectively promote featured perfumes, expanding the store's online presence and engagement.
- Ensured the quality packaging of perfumes for both in-store purchases and online orders, maintaining brand integrity and customer satisfaction.
- Thrived in a fast-paced environment, effectively managing workload and delivering exceptional service under pressure.
- Managed online delivery processes, ensuring timely and accurate fulfillment of customer orders.

Lara Boutique, Fatima's Fashion, Serena Fashion at Sales, Beirut

October 2018 - November 2021

- Greeted and guided customers
- Used positive, upselling, and suggestive selling practices
- Coordinated with the team of retail sales representatives
- Provided excellent customer services
- Provided customer feedback to store manager

EDUCATION

- Bachelor in Management Information Systems (BMIS)
Lebanese International University, Lebanon

November 2021 - July 2024

SKILLS

- Languages: Native Arabic speaker , highly proficient in English
- Excellent Attention to Detail
- Active Listening
- Hard Working and Self-motivation
- Leadership skills and Team leading
- Efficient Time Management
- Critical thinking and problem-solving
- Ability to Multitask
- Well Practiced Computer Skills
- Great Customer Service and Communication