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OBJECTIVE

Bringing a diverse skill set and extensive customer service and digital marketing knowledge, and a passion for sales to drive innovation and excellence within the organization, adding significant value to the company’s growth and success.

EXPERIENCE

Neonism SAL (EVO e-wallet)

Customer Service – May 2024 – July 2024 (Internship)

- Manage incoming calls with unparalleled efficiency and professionalism.
- Resolve customer inquiries promptly and accurately, exceeding expectations at every interaction.
- Ensure every customer interaction leaves a lasting positive impression, fostering loyalty and trust.
- Continuously adapt and innovate our service offerings to anticipate and exceed customer expectations.

4 Finance Training Center

Managing Instagram Account – April 2024 – May 2024 (Internship)

- Successfully increased Instagram followers by 5% over 15 days, demonstrating adeptness in audience engagement and content optimization strategy.
- Developed and executed a dynamic content strategy resulting in enhanced brand visibility and audience engagement, while consistently creating compelling visual and written content tailored to target demographics.
- Established a vibrant online community by fostering meaningful interactions, responding to inquiries promptly, and implementing engagement-driven initiatives, thereby strengthening brand loyalty and affinity among followers.

Sally’s Cosmetics

Sales – May 2023 – March 2024

- Implemented efficient inventory management strategies, optimizing stock levels and reducing instances of stockouts, thereby ensuring smooth operations and maximizing sales potential.
- Demonstrated proficiency in packing and coordinating delivery orders, ensuring timely and accurate deliveries, by that means enhancing customer experience and fostering positive relationships.
- Transforming direct interaction with customers into a sensible achievement by consistently meeting their demands and needs, and ensuring high levels of customer satisfaction.

Chloe Beauty Lounge

Salon Manager – April 2022 – April 2023

- Cultivated a welcoming atmosphere by greeting clients warmly and providing exceptional beverage services, contributing to positive customer experiences and loyalty.
- Successfully implemented cross-selling techniques to promote additional services and products, resulting in increased revenue and customer engagement.
- Demonstrated effective leadership skills in managing and motivating staff, fostering a positive work environment and enhancing team productivity and morale.

Youth Development Organization (YDO)

Activities Coordinator – March 2021 – March 2023

- Designed and implemented innovation projects aimed at fostering leadership skills, personal development, and community engagement among youth members.
- Developed and managed a budget for projects, ensuring efficient allocation of resources and maximizing impact while maintaining financial sustainability.
- Mentored and inspired youth participants, empowering them to take ownership of their personal growth and become active contributors to their communities.

Gaga Shoes and Bags

Sales Representative and data entry – February 2021 – March 2022

- Conducted comprehensive cost-benefit and needs analyses for existing customers, tailoring solutions to meet their specific requirements, resulting in increased customer satisfaction and retention.
- Successfully managed daily income sales, accounts, and monthly expenses, ensuring accurate financial records and contributing to the profitability of the business.
- Implemented effective inventory management practices, overseeing goods procurement from suppliers and optimizing stock level, resulting in improved operational efficiency and cost savings.
- Ensured high levels of customer satisfaction by consistently providing exceptional service and addressing any concerns promptly, fostering long-term customer relationships and positive word-of-mouth referrals,
- Proficiently handling financial transactions, including cash and credit cards, maintaining accuracy and integrity in all financial dealings, enhancing trust and credibility with customers.

EDUCATION

Accounting March 2023 – Present

Modern University for Business and Science (MUBS)

Social Sciences September 2020 – Present

Lebanese University

CERTIFICATE

Marketing and Advertising – 4 Finance Training Center - Implemented by ANERA Powered by UNICEF March 2023 – Present

- Digital Marketing
- Marketing
- Advertising
- Financial Literacy
- Life skills

Graphic Design – 4 Finance Training Center - Implemented by ANERA Powered by UNICEF March 2023 – Present

- UI/UX

WORKSHOP

- **Content Marketing & Content Creation** Organized by Centre MINE – Lebanese University May - 2022
- **Critical thinking Analysis and Innovation** Organized by Centre MINE – Lebanese University May - 2022
- **Artificial Intelligence Vs Human Intelligence** Organized by Centre MINE – Lebanese University June - 2022
- **Social Media Marketing Done Right** Organized by Centre MINE – Lebanese University June - 2022

Skills

Soft Skills

Communication

Teamwork

Adaptability

Problem-solving

Technical Skills

Adobe Illustrator

Adobe Photoshop

Figma Software

Leadership

Creativity

Customer Service

Languages

Arabic, native

English, proficiency