

# **Nancy Youssef Mjaess**

11<sup>th</sup> of March 1996

Dekwaneh Beirut, Lebanon

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Nancymjaess96@hotmail.com

Hardworking Office Intern eager to learn more, while supporting employee needs and contributing to business success. Methodical, efficient and quality-driven professional. Lively Administrative assistant experienced in replenishing office supplies, handling office correspondence and preparing reports. Honest and hardworking individual possessing impeccable attention to detail and first-rate oral and written communication abilities. Committed to efficiently handling organizational and clerical support tasks in fast-paced environment.

## **EXPERIENCE:**

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### ▪ **Administrative Assistant – Gen Re S.al Offshore**

[ September 2018 – September 2021]

- Provided administrative support to the vice president and account managers, including coordinated travel arrangements, meetings, conference calls and maintained their expense reports.
- Coordinated monthly staff meetings / and events including logistics, creation of agenda and presentations, organizing the monthly schedule / public holidays / annual leaves for the staff.
- Supporting the accounting functions which includes internal expenses invoices and monthly staff transportation.
- Performing other administrative duties including greeting visitors / answering calls / screening phone calls, ordering and maintaining supplies, ensuring all equipment is working properly.

### ▪ **Customer Service Agent - T. Gargour et Fils: Mercedes-Benz**

[December 2017- 2018]

- Answer customer inquiries (General, sales, service, Parts)
- Address complains & concerns
- Answer Pre-Owned requests
- Book appointments (PC&CV)
- Confirm service appointments and events
- Call back abandoned calls
- Customer data cleansing and create customer profiles
- Booking confirmation via SMS
- Follow up on requests, complaints, PC & CV Service and sales experience.
- Educated customers on company systems, form completion, and access to services.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.

- **Hostess and Waitress - Roadster Diner**  
[2014- February 2017]
  - Upselling food and provide the best service experience
  - Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction.
  - Supervised server balance and monitored table turnover to accurately seat customers and keep customers happy.
  - Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.
  - Supported servers, food runners and bussers with keeping dining area ready for every guest.
  
- **Intern - Bank of Beirut**  
[July 2016]
  - Helping the PBR opening accounts for customers
  - Calling customer to pass by and collect their new debit and credit cards, calculate the interest loans
  - Restocked office supplies and retrieved files for staff.

## EDUCATION:

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- **Business management Graduate (2014- 2017)**  
AKU, faculty of business, Ain Saadeh, Lebanon
- **High School Diploma (2014)**  
Public High school for girls, Jdeideh, Lebanon

## SKILLS:

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- [English, French, Arabic] language fluency
- Client Relationships
- Scheduling
- Outstanding communication skills
- Database Management
- Administrative tasks
- Operations support
- Excellent interpersonal skills
- Outlook 365 Advanced, Microsoft Access, Word, Excel365 Intermediate and Power Point

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