

Anna Christina Khazreek

Dbayeh, Lebanon | +96176611766

khazreek1995@gmail.com

<https://www.linkedin.com/in/anna-christina-khazreek-04a4a713a/>

An organized and reliable worker, with excellent knowledge in sales, insurance, customer service, management, and hospitality department. A self-starting person who has lots to offer and able to work within a team or on my own initiative. Able to solve problems, and have the ability to gain a long-term relationship with clients.

EXPERIENCE

Quest Insurance Brokerage, Beirut Lebanon

Sales Coordinator

Sep 2022 – Sep 2024

- Engage with the audience by responding to comments, messages, and reviews in a timely and professional manner.
- Charge on Hot Lead sales, Hot Lead agents, assisting them and evaluating them. (Lebanon, Egypt, and Dubai)
- Set weekly and monthly reports to management.
- Interview, Train, and advise new team members and give them the support to reach 80% of the monthly target.

After Sales Coordinator

Sep 2019 - Aug 2022

- Make sure policies are delivered on right time, follow up with delivery department, resell canceled policies.
- Ensuring customer satisfaction, loyalty, retention, and profitability.
- Resolving customer complaints.
- Reduced cancelation of policies from 20% to 3% within the month.

Team Leader

Oct 2018 - Aug 2019

- Providing instructions, directions and motivate team members in order to make more sales.
- Set weekly and monthly target.
- Prepare weekly and monthly sales reports to management.
- Achieving 80% of weekly and monthly sales target.

Telesales agent

Jul 2017 - Sep 2018

- Promoting insurance product and services with excellent customer service
- Conducting outbound calls to prospective clients, and closing the sale over the phone.
- Achieve each month 90% of the target given by the company.
- Customer service and able to build strong relationship and continuity with clients.

Shawarmanji, Beirut Lebanon

Supervisor

Jan 2017 - Jul 2017

- Training staff, purchase orders and do monthly inventories and provide excellent customer service.
- Ensure that the restaurants operation run smoothly.

- Monitor operating supplies, equipment and reduce spoilage and wastage successfully.
- Make sure that customers are satisfied and handle any issue.

Team Leader

Jul 2016 - Dec 2016

- Organize the team members to reach our goals, keeping the customers satisfied.
- Coordinating shifts and managing floor and kitchen operation.
- Excellent customer service

Operator

Jan 2016 - Jun 2016

- Answering incoming calls, and providing customers with the best quality of food.
- Follow up with clients after service done.
- Handle any issue with great customer service.

Cashier

Sep 2015 - Dec 2015

- Greeting client in a welcoming way, provide them with their needs and upselling.
- Resolving customer complaints or issues.
- Upheld food safety and hygiene protocols.

Burger King Arabia

Call Center Training manager

Jul 2014 - Dec 2014

- Assist employees to give customer satisfaction.
- Train new employees, assist them in upselling.
- Provide excellent customer service and meet business objectives.

Operator

Jul 2014 - Dec 2014

- Answering inbound calls, and providing customers with the best quality of food.
- Upsell side orders to every client.
- Handle customer inquiries and complaints in a polite manner.

Dolce Notte

Sales Woman

Sep 2013 - Dec 2013

- Greeting and serving client in a polite manner.
- Providing recommendations to clients.
- Assist customers with purchase decisions.

EDUCATION

Bachelor of Arts (B.A.)

Oct 2014 - Dec 2022

Arab Open University, Antelias
Business Marketing

SKILLS

Expert in: • Leadership and management • Time management • Working productively
• Team work • Insurance • Sales • Microsoft • Negotiation • Customer service

LANGUAGES

Arabic: Native

English: Fluent

Armenian: Very Good

French: Beginner