

Ikhlas Hennawi

Marketing Graduate

Email: Ikhlashennawi@gmail.com

Phone: + 961 03 001303

Address: Beirut, Lebanon

Personal Profile

A passionate Business Marketing Graduate looking for an opportunity that allows me to harness my skills, drive impactful campaigns, and deliver compelling narratives that captivate audiences in marketing to leverage a strong foundation in marketing principles with a hunger for learning and growth. Eager to contribute innovative ideas and strategies, coupled with a relentless pursuit of excellence, to excel in the dynamic landscape of marketing.

Experience

Marketing Tutor (Present)

- Help students develop marketing plans, conduct market research, create marketing campaigns, and apply digital marketing tactics
- Provide guidance on marketing projects and assignments, offering feedback and suggestions for improvement
- Identify areas where students are struggling and develop customized learning plans to address their needs
- Maintain detailed records of student progress and communicate regularly with course instructors
- Stay up-to-date on the latest marketing trends, tools, and best practices to enhance the tutoring experience
- Meet with students individually or in small groups to review course material, answer questions, and provide additional explanations and examples.

Booking agent at CMA CGM, Lebanon

- Facilitated booking requests for cargo shipments in adherence to company policies and procedures.
- Coordinated with internal departments to ensure timely and accurate scheduling of shipments.
- Communicated effectively with clients to address inquiries, provide updates, and resolve issues.
- Maintained detailed records of bookings, ensuring accuracy and compliance with regulations.
- Collaborated with logistics teams to optimize shipment schedules and enhance operational efficiency.
- Stayed updated with industry trends, regulations, and company services to provide comprehensive support to clients.

Internship position at Fidelity, Lebanon

- Collaborated with teams across departments, including but not limited to finance, marketing, human resources, and operations.
- Assisted with research, data analysis, and reporting to support decision-making processes.
- Participated in meetings, workshops, and training sessions to enhance my understanding of Fidelity's business model and industry trends.
- Provided administrative support and performed routine tasks to ensure the smooth functioning of different departments.
- Contributed innovative ideas and solutions to address challenges and optimize workflows within the organization.

Customer Service Agent at Orkin, Lebanon

- I addressed customer inquiries, scheduling service appointments, and ensuring client satisfaction.
- Managed a high-volume of calls and emails, adeptly resolving issues, and providing accurate information and entering data on ZOHO CRM.
- Collaborated closely with field technicians to coordinate efficient and timely service delivery, contributing to a positive customer experience and the company's reputation for excellence in pest control
- Demonstrated knowledge of products and services to customers and assisted them with their needs.
- Met customers, closed deals, went on site visits, and reached customers on phone calls to reach target customers

Academic Background

- **BS in Business Marketing, Beirut Arab University, September 2020 - May 2023**
GPA :3.69/4

Core Competencies and Skills

- Management and Interpersonal Skills
- Customer Service
- Communication Skills
- Relationship Management
- Punctuation and Time management
- Microsoft Office Tools (Word, Excel & PowerPoint)
- ZOHO CRM

Languages

- English (proficient)
- Arabic (native)

Certificates and Additional Activities

- Finance for Non-Financial Managers
- IC3 Digital Literacy