

# Reem Shoker

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## WORK EXPERIENCE

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### Ottawa Property Realty

Ottawa, Canada

*Administrative Assistant*

*2023-present*

- Arranging meetings with buyers and sellers, sending reminders and ensuring smooth coordination between all parties.
- Managing social media accounts across various platforms and handling agent blogs, enhancing online presence by creating engaging and informative content.
- Preparing and mailing monthly newsletters to keep buyers and sellers updated and engaged.
- Preparing all legal documents for real estate transactions, sending them for signing and ensuring all parties involved are updated, including buyers, sellers and real estate agents.
- Uploading all the necessary information and documents on listings to Matrix, ensuring accurate and up-to-date information.

### Freelance Academic and Creative Writer

*2018-present*

- Writing and supplying academic articles, research papers, essays and reports.
- Conducting extensive research on various assigned topics.
- Proofreading, editing and fixing all issued reports in a professional manner and always met deadlines on academic assignments.
- Following the given specifications and instructions to the letter to meet the requirements on each individual assignment.
- Analysing clients' feedback and applied it to the written assessment.

### Maid's.cc

Dubai, UAE

*Customer Service Representative*

*2022-2023*

- Resolved complaints from both clients and house helpers in an efficient and timely manner with corrective solutions, thus preventing recurrence.
- Fulfilled requests through thoughtful and balanced solutions, ensuring the satisfaction of all parties involved.
- Enhanced relationships between clients and their helpers by actively listening and fostering mutual understanding and better communication.
- Handed accurate and concise reports detailing the outgoing and incoming calls, ensuring coworkers had access to the necessary information for seamless client handling.

### Owlthrifts Shop

Beirut, Lebanon

*Co-owner*

*July 2020-2022*

- Managed social media accounts, promoted content and created ads and posts for products.
- Obtained 1000+ active followers on Instagram account in less than 3 days by developing and creating marketing plans.
- Identified customers' needs by setting up monthly questionnaires.
- Managed packaging and direct communication and pick up with delivery companies.
- Handled direct contact with customers and assisted them in finding the right products as well as performed follow ups to ensure customer satisfaction.

**In-shape Clinic****Bekaa, Lebanon***Administrative Assistant**2018-2021*

- Welcomed and greeted 30+ daily patients and visitors, answered questions and responded to complaints and requests.
- Sorted 50+ daily phone calls and recorded patient interactions, maintained and updated filing.
- Scheduled and followed up with patients to reduce no-show appointment rates by 30%.
- Arranged equipment maintenance and repairs.

**EDUCATION****Lebanese University****Beirut, Lebanon**

Bachelor of Science in Biochemistry

*2025***Collège Oriental Basilien****Zahle, Lebanon**

Lebanese Baccalaureate in Life Sciences

*2018***SKILLS & INTERESTS**

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**Computer Skills:** Microsoft Office (Word, Excel, Powerpoint, Outlook, Teams, OneNote), Google Suite (Google drive, Docs, Sheets, Forms, Gmail), Adobe Suite, CINC, OREB, ERP

**Languages:** Arabic, French (B2 ), English (C2)