

# Rima Salman

## Profile

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction.

Proven ability to establish and maintain excellent communication and relationships with clients in various sectors.

Dedicated to identifying customer needs and delivering effective solutions to all problems.

Trilingual, hardworking, and ready to join my next team.

## Employment History

### sea freight operator at ASL SHIPPING SAL, Beirut

01/2024–11/2024

- Communicated with warehouse staff, truck drivers, and other personnel to coordinate the loading and unloading of freight
- Loaded and secured freight in a safe and secure manner, preventing any damage during transit
- Engaged with clients with every step, fostering strong relationships and ensuring their needs were met in an effective way
- Monitored and Tracked shipments in every stage to ensure the seamless movement of all goods

### SALES REPRESENTATIVE at Mercury Club, Beirut

11/2022–11/2023

- Developed a network of industry contacts that resulted in new business opportunities
- Analyzed customer feedback to identify opportunities for improvement and increased customer satisfaction
- Provided exceptional customer service to club members, addressing any concerns related to the gymnasium or other facilities
- Handled Scheduling and Reservations, coordinating tournaments, and maintained cleanliness to boost the courts sales and competitive advantages.

## Links

[Linkedin Profile](#)

## Skills

|                               |     |
|-------------------------------|-----|
| Communication Skills .....    | 5/5 |
| Active Listening Skills ..... | 5/5 |
| Ability to Multitask .....    | 5/5 |
| Time Management .....         | 5/5 |
| Team Working .....            | 5/5 |

## Languages

|                  |                |
|------------------|----------------|
| Portuguese ..... | Native speaker |
| Arabic .....     | Native speaker |
| English .....    | Native speaker |

## References

References available upon request

## **Customer Service at Fitlife, Beirut**

04/2022–11/2022

- Implemented a customer feedback system that proactively resolves customer issues before they become complaints
- Developed and maintained customer service policies and procedures to ensure adherence to company standards
- Analyzed customer feedback surveys to identify trends and improve customer experience
- Collaborated with cross-functional teams to resolve customer issues in a timely and effective manner
- Improved customer satisfaction by providing timely, personalized responses to customer inquiries

## **Education**

**BA in Business Management - Human Resources,  
Antonine University, Beirut**

09/2022–Present

**Baccalaureate, Beirut Modern School**

09/2010–06/2022