
Amani AL Turk

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EDUCATION

Beirut Arab University

Bachelor of Business Management

WORK EXPERIENCE

Receptionist and secretary

Feb 2021- Present

Nsouli Jewelry, Lebanon

- Welcomed and assisted customers, ensuring an excellent in-store experience.
- Identified customer needs and provided tailored recommendations to guide purchases.
- Presented and showcased jewelry pieces, ensuring customers make informed decisions.
- Assisted customers with packaging and wrapping their purchases.
- Contributed to daily merchandising, ensuring an attractive and organized display of items.
- Sent appreciation messages to customers, informed them of new arrivals and exhibitions.
- Maintained proper signage and displays for easy customer navigation of the shop.
- Answered customer inquiries respectfully, ensuring satisfaction.

Operator

Jan 2015- Feb 20

Gefinor Rotana, Lebanon

- Answered and routed incoming calls on a multi-line telephone system.
- Assisted callers in identifying needs and directed calls to the appropriate departments.
- Coordinated with the public safety department during emergencies and other situations.
- Provided training and guidance for new operators and substitutes.

Administration Department

Sep 2012- Sep 2014

BLOM Bank, Lebanon

- Contacted delinquent customers to collect payments and resolve account issues.
- Collaborated with internal departments to address and resolve customer concerns.
- Pre-authorized credit card payments for order entry departments.
- Handled and maintained documentation related to delinquent accounts.

Teller

August 2012 – Sep 2012

SGBL, Lebanon

- Assisted customers at the counter with banking transactions and inquiries.
- Addressed customer queries face-to-face, ensuring prompt and accurate service
- Managed cash operations, including deposits, withdrawals, and money orders

SKILLS

- Dynamic and Motivated
- Goal-Oriented
- Time Management
- Strong Leadership and Responsibility
- Self-Motivated and Collaborative
- Detail oriented.

