

Rana Fawaz

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Objective:

To gain substantial experience in my field, and work in a well-established company where I can get the opportunity to add skills to my knowledge.

Education

Bachelor in public relation and advertising: Faculty of Information & Documentation **2009- 2013**
Lebanese University

Experience

Receptionist Full Time **March 7 2023- present**
Basma.com

- Welcome guests and greet them
- Call inquiries, explain them the process and book them appointments
- Confirm the next day appointments
- follow up on patient's requests
- assist Doctors with the sessions

Branch coordinator Full Time **Jan 2018- Dec 2021**
Silkor Medical Center

- Answer phone calls in full professionalism and as per protocol and book appointments
- Fix the daily schedule of appointments and to be aware of schedules in advance and avoid time clashes
- Daily follow up with the clients
- Answer online requests
- Set appointments for clients
- Handle complains
- Ensure monthly and quarterly targets are reached by upselling and cross-selling
- Take clients feed back
- Handle cash and make sure the closure of the day is correct

Operator Full Time **May 2016- Jan 2018**
Smallville hotel

- Answering internal and external calls
- Data entry (make the general security procedure on book and system for check ins and outs)

- Collect and do the appropriate follow up for the guest's requests
- Make sure to deliver messages and faxes to guests and/or other departments
- Assist the Manager on duty with potential requirements

Banquet sales coordinator Full Time

April 2017

- Make the banquet event organizer
- Answer phone calls and take appointments
- Meet clients in order to find out his request
- Make excel data sheets
- Make the weekly schedule of events taking place every week
- Make a comparison in revenue of this and last years

Customer service representative Full Time

June 2015-April 2016

Teleperformance Lebanon-Namshi Project Sin El Fil, Beirut

- Delivery solution agent
- Customer service
- Data entry
- Handle guests complains

Promoter Full Time

January –April 2015

Les presentable agency , Badaro

- Promote products
- To be in direct contact with the client in order to sell the product
- Make a study for the product comparing the competing products

Languages

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- **English**, Very Good
 - **French**, Very Good
 - **Arabic**, Native

Skills

Literate in Microsoft Office: word, Excel, power point, outlook & internet applications.

References: Available Upon Request.