

EDUCATION

Master 2 | 2016 – 2018
Business Management, Lebanese University, Faculty of Economics and Management, Lebanon, **High Distinction License | 2013-2016**
Business Management, Lebanese University, Faculty of Economics and Management, Lebanon, **High Distinction TS Degree| 2012 - 2014**
Preschool Education, NBC, Lebanon
Scientific Baccalaureate | 2010-2012
Series: Life Sciences, Maroun Abboud Secondary School, Aley, Lebanon

EXPERIENCE

Receptionist | GoodLife Fitness | GYM | 2024_Present

- **Hospitality and warmth:** Ability to greet and assist members and guests in a friendly and professional manner, both in person and over the phone.
- **Customer-focused attitude:** Dedication to providing exceptional service by addressing inquiries, resolving issues, and ensuring overall satisfaction.
- **Strong communication skills:** Capability to build positive customer experience with members and guests, creating a welcoming and supportive environment.
- **Organization and multitasking abilities:** Proficiency in managing various administrative tasks, such as scheduling appointments, processing payments, and maintaining records, while attending to customer needs.
- **Conflict-solving skills and proactiveness :** Capacity to handle member concerns or complaints efficiently and escalate issues as necessary to ensure resolution.
- Computer proficiency: Familiarity with software applications for scheduling, billing, and member management, as well as basic knowledge of office equipment.
- **Positive attitude and teamwork:** Willingness to collaborate with colleagues and contribute to a positive work environment that prioritizes customer satisfaction.

Forex Trade Agent | RCC | Lebanon| 2022 – 2023

- **Lead generation :**Utilize various communication channels to identify potential clients interested in forex. Conduct market research to stay informed about latest trends and competitor’s activity.
- **Customer Relationship management (CRM):** Manage existing client relationships, ensuring their needs are met and their issues and complains are heard.
- **Undertake ad-hoc sales approach, to accomplish sales targets.**
- **Negotiation and deal closure: Negotiate** contract terms and finalize sales deals to meet revenue targets.
- **Reporting:** prepare daily reports detailing sales , including number of calls, quantity and quality of leads, and filling in data to management team through integrated system.

English School Teacher | GMS | Lebanon | 2020 - 2021

- Ensuring the listed yearly and monthly objectives coordinated with the cycle’s coordinator
- Evaluating the student’s grades and performance and make sure all the students reach the maximum effective performance

Sales assistant | Basic Outlet Stores | Beirut | Retail sales| 2018_2019

- **Excellent communication skills:** Ability to interact effectively with customers to understand their needs and provide assistance to understand each customer preference and style .
- **Strong interpersonal skills:** Capability to build rapport with customers and create a positive shopping experience.
- **Problem-solving abilities:** Capacity to address customer concerns and resolve any issues that may arise during the sales process
- **Patience and empathy:** Willingness to listen to customer inquiries and concerns attentively and respond with empathy.
- **Adaptability:** Ability to work efficiently in a fast-paced environment and adapt to changing customer needs.
- **Teamwork:** Collaboration with colleagues to ensure smooth operations and excellent customer service delivery.
- **Attention to detail:** Accuracy in handling transactions, managing inventory, and ensuring the retail space is organized and appealing to customers.

COMPETENCES

Computer Skills:

- Word, Excel, SPSS, PowerPoint

Knowledge Domain and Skills:

- Econometrics, Staffing, Knowledge Management
- Recruitment Selection, Entrepreneurship
- Crisis Management, Corporate Governance
- Negotiations, Change Management, Project Management
- Sales Management
- Customer relationship management

CERTIFICATES

Acquired :

- Certified B2B Sales Executive Assessment by Udemy
- Customer Relationship Management (CRM) by Great Learning.



Joumana JOUDIEH

Business Management

I truly believe that each individual is here to add up something to this world. I’m a passionate hard working and versatile, self-motivated person

07 September 1994, Rashaya

Lebanese

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Skills

Soft skills: communication skills, active listening, teamwork, conflict solving, positive customer service behavior, time management.

Hard skills: sales, data analysis, English proficiency

SOCIAL ACTIVITIES

- ICF:**
- Intellectual Civil Forum Volunteering in teamwork and data gathering related to events
- Khota Ashabab:**
- volunteering in social events

LANGUAGES

