

## Julia Al Haddad

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📅 Date of birth 24/08/2001

☎ +961 76 348 641

### Languages

#### Arabic

(Full Proficiency in reading, writing, and spoken communication)

#### English

(Full Proficiency in reading, writing, and spoken communication)

#### French

(Full Proficiency in reading, writing, and spoken communication)

#### Russian

(Full Proficiency in spoken communication with moderate competency in reading and writing)

#### Ukrainian

(Full Proficiency in spoken communication with moderate competency in reading and writing)

### Nationality

Ukrainian & Lebanese

### Skills

#### Collaboration and Teamwork

Empathy

Attention to detail

Adaptability

Problem-solving

Communication skills

Customer service

Interpersonal skills

Time management

Active listening

Task Prioritization

Customer satisfaction

PASSIONATE ABOUT DELIVERING OUTSTANDING CUSTOMER SERVICE.

### Education

#### Baccalaureate in Sociology-economic

From 2019 to May 2020 Lycée Laure Moughaizel Beirut, Lebanon

#### Bachelor of Marketing & Advertising

From January 2021 to June 2024

Arts, Sciences & Technology University in Lebanon Faculty of Business (AUL) Beirut, Lebanon

### Work experience

#### Cashier

From May 2021 to September 2022 Sea sweet Beirut, Lebanon

Managed high-volume transactions daily with accuracy and attention to detail, ensuring a consistently balanced cash drawer. Utilized exceptional interpersonal skills to provide outstanding customer service, driving repeat business and strengthening customer loyalty. Worked collaboratively with management and team members to optimize operations, implement best practices, and effectively resolve customer inquiries.

#### Customer Service Officer

From September 2022 to February 2024

Surmeal Diet Food Center Beirut, Lebanon

Demonstrated exceptional listening and empathy skills by effectively understanding diverse customer needs and creating customized meal plans tailored to individual health and dietary goals, which led to improved customer satisfaction and loyalty. Fostered strong relationships with customers by demonstrating genuine care and dedication to resolving their issues, significantly enhancing customer loyalty and positive company perception. Successfully managed high-pressure team situations, remaining calm and providing outstanding customer service even when faced with challenges. Showcased remarkable adaptability by adjusting and improving payment plans in response to customer feedback and changing conditions, ensuring both client satisfaction and financial stability. Facilitated effective cross-functional collaboration among departments to enhance processes, resolve diverse team challenges, and drive company success.

#### Hostessing (part-time)

Since January 2024 Select Agency Beirut, Lebanon

Provided exceptional hospitality services in a dynamic event environment, overseeing guest reception and seating to ensure a smooth and welcoming experience. Leveraged strong communication and organizational skills to address guest inquiries and coordinate with event staff effectively. Proactively resolved challenges to enhance service quality, consistently receiving positive feedback and contributing to the agency's reputation for excellence in event management.

References available upon request.