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# Nourhan M. Al Koush

**Nationality:** Lebanese

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**Date of birth:** June 16, 2000

**Marital Status:** Married

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## OBJECTIVES

I am currently seeking employment with a well-established firm in an attempt to relocate and venture into a new market where I can expose myself to a new working experience. In addition, I'm seeking a new challenge where I can implement and develop my communicable skills.

## EDUCATION

➤ Fall 2019 – Till Date: Arab Open University.

**BA Degree in Marketing**

➤ 2016 – 2018: Abdulhadi Al Debes College.

**BT3: Degree in Graphic Design.**

## WORK EXPERIENCE

- February 2024 – April 2024: **“Customer Service Specialist”** at **InDrive**
  - Resolving problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment and following up to ensure resolution.
  - Handling Outgoing calls
  - Response to clients requests via live chat and email.
  - Checking reviews and comments through podval and providing both drivers and passengers with the suitable solution if available or escalating them to the technical team if needed.
  - Working on several softwares: Podval – Cherdak - App follow - Salesforce.
- November 2020 – Till March 2021: **“Graphic Designer and Social Media Specialist”** then **“Account manager”** at **Media Solutions**
  - Creating posters, logos, business cards, envelopes menus and many other things for Instagram and Facebook
  - Handling Social Media pages for clients
  - Contacting clients to ensure that the fliers fulfil their requirements and ensure their satisfaction about it.
  - Contacting clients daily for a daily marketing plan
  - Following up with designer and giving her tasks and making sure that as same as the client's needs
  - Creating all social media accounts and posting on them

- Increasing customers sales
- Make sure that the client needs are done and convincing them not to leave our company and to boost for more noticeable and good results.
- Following with web developers and giving them all kind of information
- Being an admin on all platforms
- Following up with customers clients
- Working on Asana and business manager
- Calling clients to get the correct information and to get what they are thinking of
- Making marketing plans daily weekly and monthly for 10 clients

- August 2018 – Till July 2020: ***“Customer Care and Sales Agent”*** at **Citrus TV**

- A member in a team of 15 agents whereas the inbound department has 3 teams
- Inbound Agent
- Handling calls from clients regarding complains, orders...
- Cross sell and Up sell
- Reaching sales target and conversion rate (Top performer)
- Placing and updating orders
- Order follow up to ensure customer satisfaction.
- Escalating customer’s issues and requests to the concerned department and follow up to increase customer’s loyalty by increasing the satisfaction.
- Working on several softwares: SAP – C core – C tool – Maginto
- Convincing clients to stop order cancellation.

- 2017 - Till Date: **Graphic Designer and Photographer** (Freelance)

- 2016 – 2018: **Private Teacher**

## OTHER SKILL

### Languages:

- Arabic (Mother tongue)
- English (Fluent)

### Computer skills:

- Excellent in Microsoft Office
- Internet/ Surfing web pages
- Adobe Photoshop
- Illustrator.

## INTERESTS

- Reading, Biking, Swimming
- Volunteering activities, Camping
- Photography

## REFERENCES

*Available Upon Request*

