

LILIANE AMMAR

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Beirut, Lebanon

OBJECTIVE

Results-driven Customer Relations Manager with a strong background in client engagement and relationship management. Currently pursuing a Master's in Marketing, I am eager to leverage my communication skills, sales acumen, and strategic insights to drive revenue growth and customer satisfaction in a Sales Representative role. Passionate about building lasting client relationships and delivering data-driven solutions to meet business objectives.

SKILLS & ABILITIES

Able to analyze market trends, customer needs, and competitive landscapes in the healthcare, expertized in using CRM tools to manage customer data, track communications, and optimize processes, capable to present findings or marketing strategies clearly to different stakeholders.

EXPERIENCE

2023-current

Customer Service Coordinator, L 'ORGANICA

Analyzed customer data to identify purchasing behavior, addressed customer concerns in a professional manner.

2021-2022

Sales Representative, L 'ORGANICA

promoted products through social media platforms and engaged with followers to build a loyal customer base, offered tailored solutions and product recommendations to meet customer needs.

2022-2022

Intern, Central Military Hospital

Interpreted laboratory data and provide accurate insights to support clinical diagnoses. performed quality control procedures to ensure the accuracy and reliability of test results.

Intern, Eva Laboratory

ensured adherence to best practices and regulatory guidelines. performed medical laboratory tests, analyzed samples, and ensured quality control.

2019-2020

Customer Service Representative Abou Zeid Transport

processed orders and provided service information

EDUCATION

September 2024-current

Masters of bio marketing

Saint Joseph's university

pursuing a curriculum Master's in Marketing, focusing on advanced strategies in consumer behavior, brand management, and digital marketing to develop innovative campaigns and drive business growth.

Gaining expertise in market research, data analysis, and strategic planning, focusing on the intersection of biotechnology and healthcare

2020-2023

Bachelor of science in biomedical sciences

Lebanese International University

Settled a curriculum in biomedical sciences with GPA 3.5 (distinguished) providing a strong foundation in human biology, medical research, and laboratory techniques

CERTIFICATIONS & VOLUNTEER EXPERIENCE

Certified volunteer as a member of well and willingness department
"Social Media Team"

Achievement Certificate awarded by the dean of LIU as a result of
hard work inside and outside the class

LANGUAGE SKILLS

English (Fluent), Arabic (Native), French (basic), Turkish(good)