

Nour Kreidieh

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Beirut, Lebanon

SUMMARY

I am a dedicated Biomedical science student with a strong passion for leadership and problem-solving. Experienced sales and assistant with a strong background in clients relations. Skilled in account management, saving datas, exceed target, and develop long term strategies.

PROFESSIONAL EXPERIENCE

Receptionist and assistant general manager at Riyadi Basketball Academy 01-10-2023 – 01-10-2024

- Greeting Visitors, answering phone calls, scheduling appointments, providing general information about the academy.
- Handle inquiries about membership options, processes new memberships and assists with the membership related issues or concerns.
- Call existing and potential customers, provide information and assist with enrollment. Addressing customers inquiries, resolving complaints, and providing assistance to parents, students, or coaches who may have questions or issues.
- Responsible for all class attendances, in order to check clients who paid and didn't pay, and then calling them informing them about payments.
- Collaborate with supervisor to inform him about capacity, attendance, payment status, inactive clients, and monthly paid membership.
- Collaboration with other departments, such as sales, marketing, and operations, to ensure seamless communication, alignment of goals, and coordinated efforts to enhance the overall customer engagement experience
- Proficient in the IN2 System, effectively utilized to allocate resources, track customer data, and support team and coaching success.
- Collected and analyzed data on team capacity, attendance, payment status, client activity, and monthly memberships to guide strategic decisions.

Sales associate at Kult store 01-10-2024-present

- Operated a computerized cash register to handle transactions efficiently.
- Managed stock orders and received deliveries, ensuring accurate inventory.
- Displayed items on shelves to maintain an organized and appealing store layout

BMED in biomedical science , LIU, Lebanon

2020 - present

Lebanese Baccalaureate degree at Makassed Khadija

2019

Skills

- Effective Communication Skills.
- Proficient in identifying and resolving complex problems.
- Ability to think critically, analyze situations, and develop long-term strategies.
- Strong customer-centric mindset.
- Attention to Details.
- Flexible and adaptable in dynamic environments, embracing change, and proactively seeking opportunities for innovation and continuous improvement.
- Team work

LANGUAGES, TECHNOLOGY & OTHER

- Arabic: Native Language
- English: professional
- French: professional
- Microsoft Skills: Excel, Word and PowerPoint

CERTIFICATES

- Political Science - USJ
- Neuroscience of selling - LIU
- Microsoft Office Courses.
- Marketing & Consumer Behavior Courses

REFERENCES

- **Jana Al Khatib:** +961 76 728 020
Human Resources Department at Riyadi Basketball Academy

