

Razane Haidar
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CAREER OBJECTIVE

Ambitious and results-driven professional with a background in customer service, operations, and finance. Adept at managing teams, streamlining processes, and enhancing customer experiences. Strong analytical and problem-solving skills with a keen interest in business strategy and corporate finance. Currently pursuing a degree in Accounting and Auditing to further strengthen financial expertise. Seeking an entry-level role in the corporate sector where I can contribute to business growth and operational efficiency.

EDUCATION

Université La Sagesse, Beirut, Lebanon

Bachelor's in Accounting and Auditing (Expected: June 2027)

Islamic University of Lebanon (IUL), Khaldeh, Lebanon

Bachelor's in Translation and Authorization (2022)

WORK EXPERIENCE

FRONT DESK ACCOUNTANT | DOCULAND S.A.R.L | 2023 – 2025

- Processed and managed financial transactions, including invoicing, cash handling, and bank reconciliations, ensuring accuracy and compliance with company policies.
- Handled accounts payable and receivable, ensuring timely payments and collections.
- Generated daily/monthly sales and profit reports, tracking revenue, expenses, and transaction trends to monitor business performance.
- Prepared and issued quotations for clients, accurately pricing services and products while ensuring competitive and profitable rates.
- Coordinated with internal teams to enhance customer service operations, aligning financial and business strategies to improve overall company performance.

CALL CENTER TEAM LEADER | SHERKE WNOSS S.A.L | 2021 – 2023

- Led a team of customer service representatives, setting performance goals and ensuring achievement of KPIs related to customer satisfaction, response time, and service quality.
- Implemented training programs to improve team members' communication, sales techniques, and conflict resolution skills.
- Analyzed customer feedback and call data to identify patterns and recommend process improvements that increased efficiency and reduced complaint resolution time.
- Collaborated with cross-functional teams, including sales and marketing, to align customer service strategies with business goals.
- Developed reporting mechanisms to track call center performance, providing management with data-driven insights to enhance decision-making.
- Played a key role in customer retention efforts by implementing loyalty strategies and proactive engagement techniques.

INTERNSHIPS

OPERATIONS INTERNSHIP | RENTOKIL BOECKER | 2023

- Assisted with day-to-day business operations by coordinating schedules and supporting routine administrative tasks.
- Helped gather and organize operational data to prepare basic performance summaries for team meetings.
- Supported inventory checks and contributed to maintaining records for procurement activities.
- Provided general administrative support, including document handling and interdepartmental coordination

COMPUTER SKILLS

- **Microsoft Office:** Proficient in Word, Excel, and PowerPoint.
- **Illustrator:** Basic design and formatting skills.

KEY SKILLS

Management: Demonstrated strong management skills through effective team leadership, project coordination, and strategic planning, resulting in improved operational efficiency and team performance.

Sales: Proven sales skills with a track record of consistently exceeding targets through effective customer relationship management, strategic negotiation, and data-driven sales strategies.

Communication: Excellent communication skills, adept at conveying complex information clearly and effectively, fostering strong relationships with clients, colleagues, and stakeholders.

Leadership: Exemplary leadership skills demonstrated through successful team management, motivational coaching, and driving projects to completion, resulting in enhanced team performance and achievement of organizational goals.