

Marzouk Ismail

Versatile business graduate with experience in project coordination, client management, and process optimization. Skilled in problem-solving and building relationships, offering adaptability and results-driven focus to dynamic organizations.

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EXPERIENCE

United Nations Development Program, Lebanon — Supervisor

Sept 2020 - Jan 2021

Supervised volunteers and maintained accurate timesheets and attendance records.

Coordinated the reclamation of agricultural lands, roads, and waterways, ensuring timely and quality delivery.

Oversaw maintenance of tools and equipment, contributing to operational efficiency.

PC Club Phone Store, Lebanon — OMT Agent

Nov 2018 - Mar 2019

Processed financial transactions and provided customer assistance with phone sales and software services.

Starbucks, Lebanon — Barista & Cashier

May 2018 - Sept 2018

Delivered excellent customer service while adhering to brand guidelines.

Bkerzay Hotel and Restaurant, Lebanon — Section Leader

Oct 2017 - Apr 2018

Managed stock orders and supplier relations, ensuring seamless bar operations.

Supervised employees and upheld service standards during events.

EDUCATION

Lebanese International University, Lebanon — Bachelor's Degree in Business Administration, Marketing

Sep 2021 - July 2024

Lebanese University, Lebanon — Master's Degree in Business Management (In Progress)

Fall 2024 - present

SKILLS

Project Coordination

Negotiation

Time Management

Customer Service

Problem Solving

Attention to Detail

Client relationship management

LANGUAGES

English (Fluent)

Arabic (Native)

