

Sahar Kanaan

Sales & Customer Service

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PERSONAL STATEMENT

Skilled and customer-focused sales and service professional with 2+ years of experience in fast-paced environments. Known for a strong and flexible personality with an outstanding and organized workflow. Eager to grow and develop within a dynamic team, in either onsite or remote customer service roles.

PROFESSIONAL EXPERIENCE

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|------------------------|--|
| May 2024 - 2025 | Relationship Representative - administrative CIS College Group - Training Department, Beirut <ul style="list-style-type: none">·Assist clients throughout the registration process for educational and training courses, providing accurate guidance and customer support.·Communicate with prospective students via CRM system, phone, and in-person.·Maintain organized records of clients' interactions and collaborate with the marketing and academic teams.·Develop and implement new strategies as a team to boost enrollments, including targeted follow-up routines. |
| Oct 2023 - Apr 2024 | Sales Associate Retail Group - ABC Verdun <ul style="list-style-type: none">·Assist customers and ensure a positive in-store experience.·Provide product recommendations based on customer needs and operate on the purchasing system.·Maintain clean, organized displays and backroom stock with daily performed stock checks.·Collaborate with team members to achieve store targets and maintain smooth workflow. |
| Aug-Sep 2023 | Sales Person Alia Concept- ABC Verdun <ul style="list-style-type: none">·Engage directly with walk-in customers and prepare online orders through totters.·Educate shoppers on the health benefits of organic products and attract them.·Collect customer feedback to help improve product offerings. |
| Jul-Aug 2022 | Sales - Technical Assistant BAZZIMED SARL- Biomedical Engineering Department, Beirut <ul style="list-style-type: none">·Support the sales and technical team in both the selling process and PM requests of specialized medical equipment in clinics and hospitals.·Prepare quotations, product catalogs, PM sheets in coordination with senior sales staff and engineers.·Handle clients' inquiries via phone and email, and maintain organized records of sales and clients' contacts using Excel. |

EDUCATION

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| 2023 | B.A. of Fine Arts - 2nd year Lebanese University - Faculty of Fine Arts |
| 2016 - 2020 | B.E. Electronics Engineering Emphasis on Biomedical International University of Beirut |

SKILLS & EXPERTISE

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| SOFTWARE | Zoho CRM, Callbell Platform Microsoft office TMS Platform |
| SOFT SKILLS | Dynamic Multitasking & Fast learning Customer Focus & Goal-Oriented Verbal & written Communication (English & Arabic) |