



Haneen Saleh Edelbi

Place & Date of Birth

Beirut / Feb. 05, 1996

Nationality

Lebanese

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Aramoun – Lebanon

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Career Objective:

I am eager to secure a position with a company where I can utilize my expertise in management, supervision, and administration to support mutual growth and success. My objective is to apply my training, and leadership skills to contribute significantly to the organization's achievements.

Experience:

CEO Executive Assistant - Abed Tahan

April 2024 – Till now

- Prepare and organize documents, reports, and presentations with attention to detail.
- Oversee the CEO's calendar, including managing schedules, appointments, and travel arrangements.
- Reconcile bills and ensure accurate financial records.
- Oversee operations across different branches and act as the liaison between branches and the main office.
- Provide support for special projects and events as required.
- Handle confidential and sensitive information with the utmost discretion and professionalism.
- Perform additional administrative and clerical duties as assigned by the CEO.
- Manage all incoming and outgoing communications, including phone calls and emails.

Quality Assurance and Customer Service Representative

SmartSource – Muscat Eye Laser Center

May 2023 – Feb 2024

- Answer patients' inquiries and provide all the necessary medical information related to their cases and about each surgery.
- Set patient appointments and manage schedules efficiently.
- Respond to patient inquiries and provide support promptly.

- Make sure the patients are coming to their appointments or rescheduling them according to their preferences or suitable dates.
- Ensure a high standard of customer service and patient satisfaction.
- Monitor phone conversations to confirm that agents are posing the necessary inquiries to gather essential information from patients, ensuring accurate scheduling of appointments.
- Coach and train agents whenever needed on best practices, communication skills, and performance improvement strategies.
- Gather information on the total appointments and instances of no-shows to understand the reasons behind missed appointments and prevent future occurrences.

Quality Assurance

SmartSource – MazingDay

Feb.2022 – Jan.2023

- Conducted verifications of data processed by the agents.
- Made sure that the whole data was filled according to the updates and the instructions shared by the client.
- Graded the work done by each agent and gave constructive feedback.
- Listened to the calls handled by each agent and graded them accordingly.
- Reviewed and corrected errors in the data entered and notified the employee accordingly.
- Coached staff to ensure that the highest levels of efficiency are maintained.

Validation Specialist

SmartSource – MazingDay

Oct.2021 – Jan.2022

- Verified the data entered in the provider interface on a daily basis.
- Followed up, validated and confirmed data with each provider.
- Maintained comprehensive and accurate documentation of validation activities, ensuring that records align with company's requirements.

Telemarketing & Clients Assistant

SmartSource – MazingDay

May 2021 – Sep.2021

- Introduced the new mobile application “MazingDay” to potential businesses in UAE.
- Guided businesses through the application questionnaire with expertise, ensuring thorough understanding and optimal completion.
- Confirmed the completion of data and that it is up to date.

Customer Care Representative

SmartSource – Tabby.ai

July 2020 – Jan.2021

- Introduced to customers the two payment methods available with Tabby (Pay after delivery and installment).
- Conducted regular inbound, outbound and collection calls demonstrating strong communication skills and exceptional customer service.
- Resolved customer issues through emails and chats.
- Assisted customers to place their orders and guided them through the payment process to ensure completion.

Verification Specialist - Customer Service & Call Center

SmartSource – Google

Mar.2019 – June 2020

- Conducted outbound calls with prospective clients.
- Increased local business listing and optimization, ensuring a more robust online presence.
- Enhanced local SEO by ensuring accurate and consistent business information across online directories.
- Helped businesses and organizations manage their online presence across Google (Search & Maps).

Insurance Agent - Advisor for Doozy by Arope Insurance

SmartSource - Doozy

Oct.2018 - Feb.2019

- Sold different types of car insurance policies providing clients with personalized coverage options tailored to their specific needs.
- Followed up with customers' policies orders and delivery to ensure the highest level of customer satisfaction.
- Tracked Customer Service in terms of customers' complaints, Customer Satisfaction, and escalations.

Education:

BA in Business Management - Lebanese International University (LIU) GPA 3.65-4

2015 – 2018

Business Management

International Business Management

Managing Entrepreneurship

Sales & Customer Service Management

Skills and Hobbies:

Languages: Arabic (Native) & English (Fluent)

Computer: Microsoft Office (Word, Excel, Outlook, PowerPoint) / Internet surfing / SPSS & Research / Ziwo / Freshdesk / Slack / Macc System

Personal & Behavioral Skills: Detail-oriented / Accountable / Fast learner / Accurate / Hard-worker / Team player / Plan & prioritize tasks / Can deliver work under pressure / Time management skills

Hobbies: Tennis & Traveling

References are available upon request