

Jana Bitar

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Profile

Customer Service Representative with 3 years of experience in retail and online store support. Skilled in handling client inquiries, troubleshooting, and ensuring customer satisfaction across phone, email, and social media. Recognized for strong communication, problem-solving, and multitasking abilities. Fast learner with adaptability to new systems and tools. Eager to bring a customer-first approach and positive attitude to support business success.

Professional Experience

Customer Service Representative — Mortben via Mercy Corps (2022 – 2023)

- Handled high volumes of customer inquiries through phone, email, and social media.
- Provided accurate product information, troubleshooting, and technical support.
- Entered and managed customer data with strong attention to detail.
- Processed and packaged customer orders daily, ensuring on-time delivery.

Customer Service Representative — Gift Box Store (2019 – 2021)

- Managed customer service through social media platforms.
- Responded promptly to questions and complaints, maintaining customer satisfaction.
- Assisted in promoting products and handling customer interactions online.

Education

Bachelor's in Computer Science

Lebanese International University — 2023 – Present

Undergraduate Studies in Biology

Notre Dame University — 2021 – 2022

High School Diploma

Shouf National College — 2019 – 2020

Skills

Customer Service Skills

- Customer communication (phone, email, social media)
- Active listening & empathy
- Problem-solving & conflict resolution
- Building customer relationships

Technical & Organizational Skills

- Data entry & order processing
- Time management & multitasking
- Attention to detail
- Fast learner with adaptability to new systems and tools
- Basic computer literacy (MS Office, social media tools)