

Rayan Eid

Address: Bchamoun, Lebanon | **Phone:** +961 71274034

Email: rayaneid16@gmail.com | **Nationality:** Lebanese | **LinkedIn:** [Rayan Eid](#)

Summary

Tech savvy and customer focused professional with a degree in Management Information Systems and a strong background in IT support and customer service. Experienced at CMA CGM in resolving client inquiries, coordinating with teams, and managing accounts. Skilled in troubleshooting networks, data analysis using Tableau, and proficient in tools like MySQL, MS Office, and Cisco systems. Fluent in English and Arabic, with a passion for delivering efficient and effective solutions.

Professional Work Experience

CMA CGM-Beirut

Senior Client Engagement and Communication Officer – 05/2024 to Present

- Serving as the main point of contact for escalated customer inquiries and complaints, ensuring timely and effective resolution.
- Developing and implementing communication strategies to enhance customer engagement and loyalty.
- Monitoring and analyzing customer service metrics to identify areas for improvement.
- coaching junior staff, ensuring adherence to service standards and communication protocols.
- Collaborating with marketing, sales, and operations teams to align messaging and resolve customer-related issues.
- Drafting customer-facing communication materials (emails, notices, announcements) that reflect the company's tone and values.

Tech Cell - Beirut

System Support – 4/2020 to 10/2020

- Delivered exceptional customer service and built strong client relationships to support sales targets and brand loyalty.
- Promoted and sold a variety of retail products, consistently exceeding monthly and quarterly sales goals.
- Maintained product knowledge and kept up-to-date with new arrivals, promotions, and stock levels.
- Assisted in visual merchandising and ensured a clean, organized store environment to optimize the shopping experience.

Education and Certification

Bachelor's Degree in Management Information System-Lebanese International University, Lebanon

Cisco Certificate: IT Essentials

Cisco Certificate: Linux

CIS College: Information Technology

Languages

- **English:** Bilingual Proficiency
- **Arabic:** Native

Technical Skills:

- **Microsoft Tools** (Word Document, PowerPoint Presentation, Excel, Outlook, Teams)
- **Productivity Platforms** (Zoom, Share Point, Zoho, Google Documents, Google Forms)
- **Shipping Programs** (B2B, CMS, RTM, NOVA, XBO, LARA, TERRA, PowerApps)
- **Cisco Router Configuration and basic networking**
- **Business Intelligence tools and Tableau for data analysis**