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Education

University of Saint Joseph

Bachelor's degree in Translation

Beirut Lebanon

2019-2022

Lycée Français International Elite

Baccalaureate, Economy & Sociology.

Beirut, Lebanon

2003-2019

Experience

RYMCO

Beirut, Lebanon

Customer Relations Representative – Full time

December 2023 - Present

- Handling customer claims with professionalism and empathy, ensuring timely-resolution and follow-up.
- Coordinating service appointments and follow-ups between customers and internal departments.
- Conducting surveys to assess customer satisfaction and auditing staff performance for reporting.
- Collaborating with sales & technical teams to address and resolve customer issues effectively.
- Tracking customer feedback, generating reports, and maintaining up-to-date knowledge on products and policies.

Citruss TV

Beirut, Lebanon

Sales Representative

August 2023 – October 2023

- Initiating contact with potential customers and consistently achieving sales targets.
- Guiding customers through the buying process, including pricing, terms, and closing the sale.
- Providing post-sale support to ensure customer satisfaction & resolve any issues.
- Maintaining accurate records of sale activities and customer data in the CRM system.

AL HADEEL Magazine

Beirut, Lebanon

Trainee

June 2023 – July 2023

- Conducting thorough research and tracked news to stay informed about current events and industry trends.
- Creating engaging content and wrote articles and reports showcasing strong writing skills.
- Keeping accurate records of customer interactions, sales, and lead information in a CRM system for tracking and reporting purposes.

I engineering Group

Beirut, Lebanon

Communication Intern

September 2022 – December 2023

- Facilitating effective internal communication through drafting & distributing announcements, newsletters, and updates.
- Creating engaging content and wrote articles and reports showcasing strong writing skills.
- Providing voice-over narration for articles adding a multimedia dimension for the content and translation for both English and Arabic articles.

Certificates

Coursera, Video production & Editing.

Coursera, Public speaking.

UNSSC, Freedom of Expression.

I engineering Group, Report Writing.

Skills

Technical: Microsoft Office (Excel, PowerPoint, Word, & Teams), Editing, Social Media Management & Content Creation.

Language: Fluency in Arabic, French, English, & beginner in Spanish

Soft Skills: Verbal & Written Communication, Active Listener, Problem-solving, & Adaptability.