

Marc Mazraany

Personal Details

-Date of Birth: 15/03/2000

-Gender: Male

-Nationality: Lebanese

Contact Information

+961-71431421

marcmazraany@hotmail.com

Languages

-Arabic: Mother Tongue

-English: Fluent

-French: Fluent

Key Skills

- ✓ Critical thinking and problem solving.
- ✓ Teamwork and collaboration.
- ✓ Professionalism and strong work ethic.
- ✓ Oral and written communications skills.
- ✓ Computer proficiency:
 - MS-Word
 - MS-Excel
 - MS-PowerPoint

Education

Technical School

Al Kafaat, Ain Saadeh, Lebanon
2016-2019

University

Bachelor in Business Marketing
Al Kafaat University, Lebanon
2020 – 2023

Profile

I am able to handle multiple tasks on a daily basis and use a creative approach to solve problems. I am also a dependable person who is great at time management and that is always energetic and eager to learn new skills. I experienced working as part of a team and individually.

Experience

2023—Present

Master data management officer • CMA-CGM, Beirut - Lebanon.

- Ensure data quality, accuracy and relevance according to customers shipping and receiving information.
- Validate and analyze customers' data and information.
- Research, locate and organize accurate information about a customer's profile.
- Book customers' shipments.

June 2024—January 2025

Call Center Supervisor • Al Massoud Grill • Fanar – Lebanon

- Lead call center team, ensuring excellent customer service and policy compliance.
- Conduct training to enhance staff performance and product knowledge.
- Analyze customer feedback to drive service improvements.
- Provide coaching for performance optimization.
- Manage schedules to ensure efficient shift coverage

2020—2022

Data entry • Supermarket Massoud • Fanar - Lebanon.

- Enter text based and numerical information from source data into company databases within time limits.
- Prepare source data by compiling, verifying accuracy and sorting information.
- Review data for deficiencies, errors and discrepancies and correct, if possible.
- Responsible for transferring data from paper formats into computer files or database systems.

2019—2021

Cashier • Supermarket Massoud • Fanar - Lebanon.

- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons.
- Cross – sell products and introduce new ones