

LARA BOU MOSLEH

Mount Lebanon
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FIND ME HERE: **in** Lara Bou Mosleh

EDUCATION

Business studies with System Practice

Arab Open University, Tayyouneh

BT3—Accounting Computer Science

Choueifat Official Technical School

SKILLS

Software: Experience with MS Office, Adobe Illustrator and Photoshop

Team Leading & Teamwork :
Train new members of Staff,
ensuring they understand the
company policy and expected
level of service.

Communication: Building
relationships with customers to
facilitate sales

Customer Service: Address
customer concerns, issues, or
complaints

LANGUAGES

English - Fluent

Arabic - Native

EXPERIENCE

Wakilni

Account Manager

Feb. 2024 - Present

- Built and maintained strong, long-lasting client relationships, ensuring high levels of client satisfaction.
- Acted as the main point of contact for clients, resolving issues promptly and delivering tailored solutions.
- Implemented solutions to prevent recurrence of issues, improving overall client satisfaction.
- Collaborated with internal teams (e.g., operations, logistics, customer support) to ensure smooth execution
- Provided ongoing support to new team members, helping them achieve productivity targets

Maven Polish

Account Manager Assistant

Nov. 2021 - Oct. 2023

- Assist in the analysis of client data and market trends to support account planning.
- Assist in organizing and preparing for client meetings, including the creation of agendas and presentation materials.
- Respond to client inquiries and requests promptly and professionally.

Maliks, Qabrishmoun

Branch Supervisor

Sept. 2019 - Aug. 2021

- Supervise and lead a team of branch staff, providing guidance, support, and training as needed.
- Oversee the handling of customer transactions, inquiries, and problem resolution.
- Set clear expectations for performance, and address any issues or concerns.

CERTIFICATES

Foundations for Success Workshop

Arab Open University

The Project Management Course

Udemy

Digital Marketing Masterclass

Udemy