

Therese Fadlallah

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• Strategic Profile: Operational Excellence & Change Readiness

Customer-focused professional with **7+ years of progressive experience** in client communication, coordination, and operational support. Skilled in guiding learners/customers, managing training logistics, and ensuring a positive, supportive experience. Highly organized, detail-oriented, and proactive, with strong follow-up skills and the ability to motivate and support individuals through their learning or service journey.

• Core Competencies & Transferable Skills

Change & Customer Management	Leadership & Strategy	Operations & Technical
Customer Success & Client Support	Training & Onboarding	Process Coordination & Management
Issue Resolution & Problem-Solving	Sales & Relationship Management	Microsoft Office Suite
Cross-functional Coordination	Financial Planning & Budgeting	Digital Tools & SaaS Comfort
Time Management & Autonomy	Communication (Arabic, English)	Reporting & Documentation

• Professional Experience

Store Manager A.R.T. Auctions – Achrafieh, Lebanon | March 2018 – Present

- **Managed complete store operations autonomously**, covering stock management, client communication, and daily workflow.
- **Delivered high-level customer service** and built long-term relationships, ensuring client satisfaction and repeat business.
- Handled budgeting, petty cash, and operational documentation.
- **Enhanced client trust and sales outcomes** by researching antique pieces.
- Maintained the store's online presence and product display.

Digital Operations & Customer Lifecycle Management (Self-Employed)

- **Managed all aspects of a digital product business**, including planning, design, marketing, and customer service.
- **Oversaw the full customer communication lifecycle** and created customized products.
- Oversaw procurement, financial planning, and small-scale operations.
- Planned and managed social media content and marketing strategies.
- Developed skills in digital tools, design, and online customer experience.

Sales Consultant – Life Insurance

Bankers Assurance S.A.L., Beirut, Lebanon | November 2015 – February 2018

- Identified prospects, conducted outreach, and proposed tailored insurance solutions.
- Managed the full sales cycle and maintained long-term customer relationships.

Education & Professional Development

- Master 2 – Commerce, Decision, Management (Entrepreneurship Track)- Aix-Marseille University, Aix-en-Provence, France (2013–2015)
- Bachelor's Degree in Finance & Financial Institutions- Lebanese University – Faculty of Economics & Business (2009–2012)

Relevant Internships (Highlighting Process & Project Exposure)

- **Product Manager Assistant Intern**, DARTY – France (March – August 2015): Monitored daily sales statistics and performance metrics.
- **QHSE & Project Management Intern**, Air-Liquide S.O.A.L – Lebanon (April – July 2014) : Assisted in preparing environmental impact analysis reports and supported the “Dry Ice Service Refinement” project.

Languages

- **Arabic**: Fluent
- **French**: Intermediate – B2
- **English**: Intermediate