

FABIANA ABOU HAMAD

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Location: Beirut, Furn El Chebak

OBJECTIVE

A highly motivated and results-driven professional seeking a managerial position to leverage my expertise in customer service, leadership, and operations management. Dedicated to enhancing customer satisfaction, streamlining processes, and fostering a positive work environment. Proficient in time management, problem-solving, and communication, with a strong commitment to delivering results through effective leadership and collaboration.

SKILLS & ABILITIES

- **Customer Service:** Skilled in handling customer inquiries, resolving complaints, and ensuring high levels of satisfaction.
- **Leadership & Team Management:** Experienced in leading teams, motivating employees, and improving performance.
- **Data Analysis:** Proficient in Excel for data analysis, report generation, and tracking KPIs.
- **Languages:** Arabic (Native), French (Proficient), English (Proficient).
- **Time Management:** Strong ability to prioritize tasks, manage schedules, and work efficiently in fast-paced environments.
- **Technical Skills:** Proficient in MS Office (Word, Excel, PowerPoint, OneNote), Google Drive, CRM software, and WinDSS.
- **Communication:** Excellent interpersonal, active listening, and conflict resolution skills.

EXPERIENCE

Production and Client Relations Specialist | MedNet Insurance (Oct 2024 - Present)

- Act as a liaison between MedNet Insurance and partner companies, ensuring smooth communication and operational efficiency.
- Participate in meetings with insurers, addressing contractual obligations, policy management, and business development.
- Utilize advanced Excel skills for data analysis, reporting, and KPI tracking.
- Manage client accounts using the ACES system, ensuring accurate data entry and request processing.
- Provide proactive customer support, resolving inquiries, maintaining strong client relationships, and ensuring customer satisfaction.

Customer Service Agent | ABC Achrafieh (Mar 2024 - Sep 2024)

- Managed customer inquiries and resolved issues efficiently to ensure high customer satisfaction.
- Implemented case management techniques to streamline service delivery..
- Handled CRM analysis and Loyalty Card programs to improve customer retention.
- Served as a secondary cashier, operating WinDSS software after completing cashier training.
- Maintain professional and corporate communication through Microsoft Office applications.

Manager | Hoot Club, Bekaa - Saghbine (Sep 2020 - Oct 2020)

- Organized and coordinated events, managing scheduling and logistics for smooth execution.
- Developed and maintained efficient daily schedules to prioritize key tasks.
- Monitored operational costs to align with budget and profitability goals.
- Managed guest entry and ensured seamless operations during events.
- Fostered a positive work environment by motivating team members and leading by example.

EDUCATION

Master of Business Administration (MBA) - Management
Lebanese International University (LIU) | Graduation Year: 2023

Bachelor of Business Management
Lebanese International University (LIU) | Graduation Year: 2021

COMMUNICATION

Strong written and verbal communication skills, with the ability to provide constructive feedback and collaborate effectively with stakeholders, writers, and editors.

LEADERSHIP

Proven ability to manage multiple projects simultaneously, meet tight deadlines, and maintain high quality standards.

RELATED ACTIVITIES

- **Genius Map 2nd Regional Competition (2018-2019):** Developed teamwork, strategic thinking, and problem-solving skills.
- **7th LIU Science Fair Volunteer (2018-2019):** Gained organizational and communication experience in a high-pressure environment.
- **Communication Skills Training:** Enhanced ability to deliver clear, persuasive messages in diverse professional settings.