

# FABIANA ABOU HAMAD

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Location: Beirut, Furn El Chebak

## OBJECTIVE

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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

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- **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

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### 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

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### **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

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

## LEADERSHIP

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

## RELATED ACTIVITIES

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- **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.