

FATIMA OBADI

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SUMMARY

Dedicated professional with a Master's degree in Psychology, experienced in customer service, sales, administration and client support. Proven track in handling customer inquiries and resolving issues with empathy, and achieving measurable performance targets. Certified Microsoft Office Specialist with excellent organizational, communication and problem-solving skills.

PROFESSIONAL EXPERIENCE

Customer Support Specialist

Prandly Company | Lebanon

Jan 2025 – Aug 2025

- Completed 15 hours of customer service training, enhancing communication & client support skills.
- Handled over 100 incoming and outgoing calls.
- Conducted pricing analyses by comparing company rates with market trends.

Travel & Customer Support Agent

Rafic Al Hariri International Airport | Lebanon

Dec 2019 – Mar 2020

- Verified travel documents including (passports, visas, IDs) for 300-400 travelers weekly.
- Assisted medical laboratories in conducting COVID-19 tests for 100 travelers per week.
- Resolved 90% of traveler inquiries, maintaining high customer satisfaction.

Call Center Representative

Ministry of Public Health | Lebanon

Oct 2019 – Jan 2020

- Provided psychological support and guidance to over 500 individuals affected by the August 4th explosion.
- Coordinated the Transportation of 60% of patients to hospitals and distributed free medicine for chronic diseases.
- Resolved over 200 citizen complaints by liaising with local municipalities.

Sales And Marketing Specialist

La Belle Couture | Lebanon

Nov 2018 – Aug 2019

- Managed the store, ensuring it was prepared for customer arrivals, which contributed to a 20% increase in customer satisfaction.
- Informed customers about prices and showcased products on social media platforms.
- Prepared accounting documents and reports.

EDUCATION

Master's Degree | Adjustment and Clinical Psychology | Lebanese University

Jan 2020 – Sep 2022

Bachelor's Degree | Psychology | Lebanese University

Jan 2017 – Oct 2020

ADDITIONAL CERTIFICATES

Certified Microsoft Office Specialist.

Apr 2024 – May 2024

Certified Public Speaker.

Nov 2019

SKILLS

Microsoft Word | Microsoft Excel | Data Entry | Microsoft PowerPoint | Customer Support | Problem-Solving | Time Management | Attention to Detail | Active Listening | Teamwork | Multitasking | Cross-Cultural Communication Skills | Organizational Skills | Arabic (Native) | English (Fluent).