

PIERRE JUNIOR EPHREM

Lebanon, Dbayeh | +961 79 101 133 | ephrempierrejunior@gmail.com

EXPERIENCE

- 2025 - 2026 **○ DAILY PRESS, HEAD OF STATIONERY DEPARTMENT**
Manage Purchases and Sales across all the department with suppliers and assign the staff weekly duties in order to smooth out workflow.
- 2024 - 2025 **○ DAILY PRESS, CUSTOMER SERVICE MANAGER**
Lead and guide customer service representatives, ensure efficient resolution of customer issues while maintaining a high standard of customer satisfaction.
- 2020 - 2024 **○ DAILY PRESS, CUSTOMER SERVICE REPRESENTATIVE**
Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- 2024 **○ BENTA PHARMA INDUSTRIES BPI, INTERNSHIP**
One-month internship program with departmental rotation across Quality Control, Quality Assurance, Production and Research and Development
- 2017 - 2020 **○ DAILY PRESS, SALES EXECUTIVE**
Provide the required academic books to customers in school season and off season help the customers locate their stationary needs on shelves and counters.

EDUCATION

- 2025- PRESENT **○ MASTERS OF BUSINESS ADMINISTRATION IN MARKETING, LEBANESE UNIVERSITY**
- 2022 - 2024 **○ BACHELOR OF SCIENCE IN BIOCHEMISTRY, HOLY SPIRIT UNIVERSITY OF KASLIK – USEK**
- 2020-2021 **○ BACHELOR OF SCIENCE IN BIOLOGY, LEBANESE UNIVERSITY**
(Transferred to USEK)
- 2016 - 2020 **○ SECONDARY SCHOOL, COLLEGE NOTRE DAME DE LOUAIZE**

CERTIFICATES

2021

○ COVID-19 CONTACT TRACING, JOHN HOPKINS UNIVERSITY

SKILLS

- Problem solving and conflict resolution.
- Excellent communication skills, both verbal and written.
- Project and time management.
- Active listening and attention to detail.
- Leadership and teamwork.
- Ability to collaborate effectively.

LANGUAGE

English

French

Arabic