

PIERRE JUNIOR EPHREM

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EXPERIENCE

- 2025 -
2026

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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

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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

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DAILY PRESS, CUSTOMER SERVICE REPRESENTATIVE
Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- 2024

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BENTA PHARMA INDUSTRIES BPI, INTERNSHIP
One-month internship program with departmental rotation across Quality Control, Quality Assurance, Production and Research and Development
- 2017 -
2020

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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

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MASTERS OF BUSINESS ADMINISTRATION IN MARKETING, LEBANESE UNIVERSITY
- 2022 -
2024

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BACHELOR OF SCIENCE IN BIOCHEMISTRY, HOLY SPIRIT UNIVERSITY OF KASLIK – USEK
- 2020-2021

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BACHELOR OF SCIENCE IN BIOLOGY, LEBANESE UNIVERSITY
(Transferred to USEK)
- 2016 -
2020

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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