

# Omar Lahoud Berjawi

Beirut, Lebanon +961 76580002, Omarberjawi28@gmail.com

## PROFESSIONAL SUMMARY

Experienced professional specializing in customer relationship management and lead generation to drive client retention and business growth. Skilled in negotiation, scheduling, and data entry to streamline operations and enhance client satisfaction. Committed to leveraging sales and administrative expertise to contribute to organizational success and ongoing development.

## WORK EXPERIENCE

Aug 2024 — Present

### Administrative Assistant, PCandParts

Furn Al Chebbak

- Coordinated vendor communications to streamline inventory deliveries, improving procurement accuracy and reducing supply chain delays.
- Managed appointment scheduling and correspondence to enhance office workflow efficiency and improve internal communication clarity.
- Processed incoming customer inquiries to ensure accurate order fulfillment, enhancing overall customer satisfaction and reducing response delays.

Sep 2022 — Jun 2024

### Business Development Consultant, xTel

Dekweneh

- Orchestrated strategic partnerships to expand market reach and improve client acquisition efficiency.
- Coordinated cross-functional teams to align business objectives and optimize solution delivery timelines.
- Analyzed market trends to identify growth opportunities and strengthen competitive positioning.
- Directed pipeline management processes to improve forecasting accuracy and resource allocation.
- Prioritized key accounts to maximize revenue potential while maintaining strong client relationships.

Oct 2021 — Aug 2022

### Sales Specialist, CitrussTV

Dekweneh

- Develop tailored product presentations that highlight key benefits, resulting in increased customer engagement and purchase likelihood.
- Identify customer needs through active listening and targeted questioning, improving the accuracy of product recommendations and satisfaction levels.
- Manage end-to-end sales transactions efficiently, ensuring smooth checkout experiences and timely order fulfillment.
- Resolve customer inquiries and complaints promptly, maintaining high standards of service quality and customer loyalty.

## EDUCATION

Oct 2018 - Dec 2022

### Bachelor in Human Resources Management, Lebanese Canadian University

Hadath - Lebanon

## SKILLS

### Customer relationship

Expert

### Data entry

Advanced

### Scheduling

Advanced

### Negotiation

Advanced

### Client retention

Expert

### Lead generation

Advanced

## LANGUAGES

### Arabic

Native

### English

C1 - Advanced

### French

B1 - Intermediate