



MAY EL HAJJ

 Ain Remmaneh, Beirut, Lebanon

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 mayelhajj17@gmail.com

Professional Summary

Dedicated and highly organized professional with over 14 years of experience in tenant support, quality assurance, and administrative assistance. Known for exceptional communication, time management, and problem-solving skills. Proven ability to work collaboratively in dynamic environments, handle pressure with composure, and deliver high levels of customer satisfaction. Proficient in Microsoft Office and experienced in client relations, service coordination, and office operations.

Career Objective

To contribute to an organization's success while continuing to grow professionally and personally through continuous learning and meaningful work.

Core Competencies

- Customer Service & Support
 - Quality Control & Assurance
 - Administrative Management
 - Complaint Handling & Resolution
 - Cross-Department Coordination
 - Client Onboarding & Retention
 - Office Operations & Sales Coordination
 - Strong Communication & Interpersonal Skills
 - Multilingual: Arabic, English, French
 - Proficient in Microsoft Office, Outlook, Dolphin Software, Autocad
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Professional Experience

Zeal SAL – Beirut Digital District, Lebanon

Tenant Support Specialist

2011 – 2025

- Managed client support via phone, email, and mobile app, ensuring timely issue resolution in coordination with internal teams (engineering, IT, maintenance, purchasing).
- Led client onboarding processes, including tours and app usage guidance, followed by written communication and support.
- Ensured all client requests complied with company policies and maintained detailed follow-ups.
- Collected and analyzed customer feedback via surveys to improve services and share actionable insights.
- Verified and tested new app features before release, ensuring user readiness through client training.
- Generated weekly service reports to monitor and enhance performance.
- Handled government applications (Ogero, EDL, internet) and supported sales coordination for office rentals.
- Conducted meetings and tours with prospective tenants, presented offers, and followed up on payments.
- Oversaw purchases, vendor meetings, and office setup logistics.
- Prepared correspondence in English, French, and Arabic, managed filing systems, and entered financial data into Dolphin and Excel.

Al Arabia Press & Media – AlMaraa Al Yaum, Beirut

Personal Assistant

2008 – 2011

- Provided administrative support to senior management.
- Handled scheduling, correspondence, and office coordination tasks.

DG Jones – Platinum Tower Site, Beirut

Administrative Assistant

2008

- Managed documentation, filing, and administrative tasks for on-site operations.

Amco International SAL – Verdun, Beirut

Administrative Assistant

2003 – 2008

- Maintained records, coordinated communications, and supported daily business activities.
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Education

Bachelor's Degree in Business Administration Systems

Arab Open University (AOU), Beirut | 2005 – 2009

BT3 Diploma in Commercial Science

YWCA College of Technology, Ain Mreisseh – Beirut | 2000 – 2001

BT2 Diploma in Commercial Science

Sagesse College of Technology, Ain Al Remmaneh – Beirut | 1998 – 2000

Training & Certifications

- Certificate of Achievement: *Handling Complaints & Difficult Customers* – Nov 2023 (Trainer: Ms. Rima Tannir)
 - Business Communication Skills Workshop
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Technical Skills

- **Software:** Microsoft Word, Excel, PowerPoint, Outlook, PDF tools, Dolphin Software, AutoCAD
 - **Languages:** Arabic, English, French (Fluent in reading, writing, and speaking)
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Interests

Music | Sports | Traveling

References

- **Dr. Farah Keyrouz** – Director, Arab Open University
 01 392139
 - **Mrs. Ragheda Adas Haddad** – Director, YWCA College of Technology
 01 368019
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