

# Nour Harakeh

✉ harakehnour4@gmail.com ☎ +96176177016 📍 Beirut, Lebanon

🌐 [linkedin.com/in/nour-harakeh-39626474](https://www.linkedin.com/in/nour-harakeh-39626474)

## SUMMARY

Results-driven Account Manager with 10+ years of experience in client relationship management, customer service leadership, and operations coordination across logistics, retail, and service industries. Strong ability to solve problems under pressure, manage high-volume portfolios, train teams, and maintain strong client satisfaction. Known for building long-term partnerships, optimizing workflows, and ensuring smooth communication across departments.

## EXPERIENCE

- |  |                   |
|--|-------------------|
| <b>Lead Account Manager</b><br><i>Wakilni</i> <ul style="list-style-type: none"><li>Manage key client accounts, ensuring timely deliveries, issue resolution, and consistent satisfaction.</li><li>Coordinate with operations, warehouse, customer service, and finance teams to maintain service quality and meet SLAS.</li><li>Analyze client performance, prepare weekly reports, and provide recommendations to improve efficiency.</li><li>Lead communication during peak seasons to prevent delays and ensure smooth operations.</li></ul> | 02/2025 – Present |
| <b>Senior Account Manager</b><br><i>Wakilni</i> <p>Handled a large portfolio of business clients, ensuring retention and high service satisfaction.</p> <ul style="list-style-type: none"><li>Supported strategy planning for peak seasons and operational improvements.</li><li>Tracked KPIs, identified gaps, and collaborated with internal teams to enhance customer experience.</li></ul>   | 10/2023 – 02/2025 |
| <b>Remote Customer Service Representative</b><br><i>Sesami</i> <p>Managed customer inquiries through multiple channels, ensuring quick and accurate resolution.</p> <ul style="list-style-type: none"><li>Maintained service quality and contributed to improved ticket handling time.</li></ul>   | 08/2023 – 12/2023 |
| <b>Sales &amp; Customer Service Manager</b><br><i>Luanatic Sarl</i> <p>Oversaw customer service operations and managed staff across multiple branches.</p> <ul style="list-style-type: none"><li>Trained new employees and ensured consistent brand communication and experience.</li></ul>  | 02/2019 – 08/2023 |
| <b>Store Manager</b><br><i>Luanatic</i> <ul style="list-style-type: none"><li>Supervised day-to-day store operations, staff schedules, and customer experience.</li><li>Drove sales growth by training team members and improving service standards.</li></ul>   | 03/2021 – 09/2022 |
| <b>Customer Service Manager</b><br><i>3alsouk</i> <ul style="list-style-type: none"><li>Managed client orders, returns, and complaints, ensuring timely solutions.</li><li>Improved internal processes and customer satisfaction.</li></ul>  | 08/2017 – 02/2020 |
| <b>Co-Founder &amp; Sales Manager</b><br><i>Zoap Lebanon</i> <ul style="list-style-type: none"><li>Co-founded a natural soap brand and led sales, marketing, and customer engagement.</li><li>Developed partnerships and managed production planning.</li></ul>  | 11/2014 – 10/2017 |

**Sales Associate**

09/2016 – 03/2017

*The Perfect Timing*

- Assisted customers, handled sales transactions, and maintained product displays.

**Marketing Coordinator**

09/2015 – 02/2016

*Syscom Technologies*

- Supported marketing campaigns, data analysis, and event coordination.

**Data Entry & Research Validation**

06/2015 – 09/2015

*ArabNet*

Processed data accurately and assisted in research validation projects.

**Sales Promoter**

03/2014 – 07/2014

*Waed Group*

- Promoted brand awareness and boosted sales during activations.

**EDUCATION**

---

**Bachelor's degree, Marketing**

2013 – 2015

*Lebanese University - Faculty of Business***TOP SKILLS**

---

- Account Management
- Customer Service Management
- Problem-Solving Under Pressure
- Client Relationship Building
- KPI Tracking & Reporting
- Retail & Operations Management
- Event & Activity Planning
- Communication & Negotiation
- Microsoft Office / Excel
- Activity planning and coordination
- Training staff and newcomers

**LANGUAGES**

---

**Arabic**

Full Professional

**English**

Full Professional

**French**

Elementary

**HONORS-AWARDS**

---

**First Place Winner - "Ripples of Happiness" Regional Arab Competition***ZOAP Lebanon***Second Place - Marketing Hackathon 2016****"ZOAP" from Lebanon is the first place winner of the regional Arab competition "Ripples of Happiness"****CERTIFICATIONS**

---

- Certified On-job trainer