

Jessica Georges El-Hajj

Date of birth: 22nd of September, 1998.

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Summary

Dedicated customer service professional with strong leadership and problem-solving skills, seeking to contribute to a growth-focused organization by delivering high-quality customer support and team supervision.

Experience

Customer Service Supervisor

December 2025 – Present: Customer Service Supervisor

Nassar Holding Enterprise – Dekwaneh, Lebanon

- Supervise and support a team of customer service representatives.
- Monitor daily customer service operations to ensure quality and efficiency.
- Train team members to improve performance and skills.
- Collaborate with management and other departments like accounting department and maintenance as needed.
- Identify process improvements to enhance customer satisfaction.
- Assist with scheduling, staffing and workload management.
- Handle escalated customer inquiries and complaints.

Customer Service

July 2024 – December 2025: Customer Service Representative

Nassar Holding Enterprise – Dekwaneh, Lebanon

- Answer phone calls, receive customer complaints.
- Daily follow up on exceptional visits and daily salesman sales reason and any specific cancel or no sales reason.
- Attending customers daily and monthly debt.
- Rearranging salesman routes throughout all of the delivery territory.
- Coordinate between customers, maintenance department and accounting.
- Issue statement of account and invoices.
- Prepare quotations and offers.
- Prepare new clients' monthly reports and their average every 3 months.

Customer Care

October 2021 – March 2024: Customer Care

NetCommerce SAL – Beirut, Lebanon

- Handle new applicants to NetCommerce once application form is received.
- Receive filled applications and validate applicants' info and legal documents.
- Handle and prepare the monthly, bi-yearly and new merchants' invoices, update monthly rental fees with Visa department, and send monthly invoices and files to accounting.
- Handle the chargeback process.
- Daily follow up on agreements, setup fees, pending collections.

System Operator

June 2021 – October 2021

OMT – Beirut, Lebanon

Sales

December 2020 – June 2021

JP Mobile – Beirut, Lebanon

- Assist customers by identifying their needs,
- Showing or demonstrating merchandise.

Summer Internship

July 2018 – August 2018

Bank Audi – Beirut, Lebanon

Education

- Lebanese University - October 2016 – December 2020
Bachelor in Business Management.
- Collège des Sœurs du Rosaire – Mountazah -2015 -2016
Baccalauréat Libanais ; Série Sciences Economiques - Mention Bien.

Skills

- **Languages:** Intermediate in English, Fluent in Fresh and Arabic.
- **Soft Skills:** Problem-solving, Organization, Fast adaptation, Teamwork.
- **Computer Skills:** Microsoft Office.

Volunteering

Scouts of Independence – Group Saint Teresa Mansourieh – Beit Mery
2011 – Present.