

Peter Harb

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Summary

Results-oriented Sales Customer Service Representative with over 7 years of professional experience in client-facing environments. Expert in delivering Phone Support, Chat Support, and Email Support to drive high-volume issue resolution and customer satisfaction. Proven ability to meet performance-based sales targets through strategic relationship management and effective de-escalation techniques.

Work Experience

Owner

January 2021 – Present

EVENT SERVICES COMPANY, ZOUK MIKAEL, LEBANON

- Resolve complex client inquiries and project conflicts through dedicated Phone Support and Social Media Support channels, ensuring 100% project alignment.
- Connect with potential leads via Email Support to drive conversion, leveraging a Business Marketing background to consistently exceed organizational sales objectives.
- Track project budgets and logistic timelines with Call Tracking Systems to maintain high-volume operational efficiency and financial accuracy.
- Manage end-to-end Payment Processing and contract negotiations for high-value accounts, ensuring secure and timely transaction completion.

Bartender & Waiter

January 2019 – January 2024

MOCEAN / COTIER / CREPERIE / L'APREM, LEBANON

- De-escalate customer concerns in a high-pressure environment, utilizing active listening to maintain a supportive corporate brand reputation.
- Exceed performance-based sales targets by upselling premium items and identifying customer needs through real-time engagement.
- Escalate critical service issues to senior management when necessary to ensure rapid multi-channel resolution of guest grievances.
- Track inventory levels and high-volume transaction data with precision, demonstrating attention to detail and technical proficiency.

Education

Bachelor's in Business Marketing

Present

HOLY SPIRIT UNIVERSITY OF KASLIK (USEK)

Lebanese Baccalaureate in Economics

GEORGES FREM OFFICIAL HIGH SCHOOL

Additional Skills

Customer Resolution & Support: Phone Support, Chat Support, Email Support, Social Media Support, Issue De-escalation, Resolve, Connect, Escalate

Sales & Financial Operations: Sales Experience, Payment Processing, Upselling, Performance-based Sales, Call Tracking Systems

Technical & Digital Proficiency: Windows, Typing (25 WPM), Social Media Platforms, Data Tracking

Core Competencies: Bilingual Proficiency, Business Marketing, High-volume Client Relations, Team Coordination, Creative Problem Solving

Languages

- Arabic - Native
- English - Good
- French - Good

Awards & Interests

- Winner – EYWA Creativity Challenge
- 1st Place – Judo U42kg, Basketball (NSA)
- Active Scout Member (GNDS Association, Zouk Mikael) since 2009
- Passionate about hiking, basketball, and social impact initiatives.