

# Rima Salman *Human Resources*

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📍 Beirut, Lebanon

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## Profile

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Motivated and People-focused Customer Service Specialist with a background in Human Resources and over 2 years of hands on experience in fast-paced, customer-facing environments.

Proven strong organizational abilities, maintaining client loyalty, and commitment to continuous learning. Trilingual, dependable, and ready to join my next team.

## Employment History

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09/2025 – 02/2026

### Operations Specialist

Beiru

*Lamare Logistics SARL*

- Manage end-to-end sea freight import operations, including booking containers, coordinating schedules, and arranging vessel departures.
- Provide customers with accurate updates and guidance on shipping requirements and procedures.
- Verified Bill of Lading, shipping instructions, packing lists, commercial invoices, and all relevant documentation.
- Coordinate with the warehouse, trucking companies, and customs brokers to ensure efficient loading, delivery, and clearance.

01/2025 – 07/2025

### Venue Manager

Beirut

*The Padelist, Furn el Chebbak, Beirut*

- Oversee the daily operations of a busy padel sports facility, ensuring smooth scheduling, court management, and customer service excellence.
- Put plans in place to increase club membership ensuring a 5 star customer rating.
- Serve as the venue's spokesperson and promote a welcoming and inclusive club atmosphere.
- Plan, promote, and execute padel tournaments, social events, and corporate bookings boosting engagement and club visibility by 20%.

01/2024 – 11/2024

### Sea Freight Operator

Beirut

*ASL Shipping SAL, Beirut*

- Communicated with warehouse staff, truck drivers, and other personnel to coordinate the loading and unloading of freight.
- Loaded and secured freight in a safe and secure manner during transit achieving above industry threshold of 95% damage free deliveries.
- Engaged with clients with every step, fostering strong relationships and ensuring their needs were met in an effective way.
- Monitored and Tracked shipments with 98% real time accuracy to ensure the seamless movement of all goods.

11/2022 – 11/2023

### Customer Service

Beirut

*Mercury Club, Beirut*

- Developed a network of industry contacts that resulted in new business opportunities.
- Analyzed over 100 customer feedbacks monthly to identify opportunities for improvement and increased customer satisfaction.
- Provided exceptional customer service to 200+ club members, addressing any concerns related to the gymnasium or other facilities.

- Handled Scheduling and Reservations, coordinating tournaments, and maintained cleanliness boosting the courts sales and memberships by 40%.

02/2022 – 11/2022  
Beirut

### **Customer Service**

*Fitlife, Beirut*

- Implemented a customer feedback system, reducing customer complaints by 30%.
- Developed and maintained customer service policies and procedures to ensure adherence to company standards.
- Analyzed customer feedback surveys to identify trends and improve customer experience.
- Reduced repeat complaints through cross-team coordination and faster resolutions.

## **Education**

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2022 – 2025 Beirut, Lebanon	<b>BA in Business Management - Human Resources</b> <i>Antonine University</i>
2010 – 2022 Beirut, Lebanon	<b>Baccalaureate</b> <i>Beirut Modern School</i>
2006 – 2010 Foz do Iguaçu, Brasil	<b>Elementary School</b> <i>Escola Libanesa Brasileira</i>

## **Skills**

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Microsoft Office	Task Planning
Active Listening Skills	Conflict Resolution
CRM Software	

## **Languages**

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- Portuguese
- Arabic
- English