

# FATIMA OBADI

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## SUMMARY

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Customer-oriented professional with a Master's degree in Psychology and solid experience in customer service, administration and client support. Skilled in handling customer inquiries, coordinating tasks, and providing administrative support with high attention to detail, excellent organizational and problem-solving skills. Proficient in Microsoft Office, data entry and communication in Arabic and English.

## PROFESSIONAL EXPERIENCE

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### Customer Support Specialist

Prandly Company | Lebanon

Jan 2025 – Aug 2025

- Completed a 15 day training in customer service, enhancing communication & client support skills.
- Handled over 100 incoming and outgoing calls.
- Conducted pricing analyses by comparing company rates with market trends.

### Travel & Customer Support Agent

Rafic Al Hariri International Airport | Lebanon

Dec 2019 – Mar 2020

- Verified and organized 300-400 official travel documents weekly (passports, visas, IDs).
- Assisted 80-120 travelers per week with inquiries and administrative procedures.
- Coordinated with 3-5 internal teams daily to ensure smooth passenger processing and reduce delays.

### Call Center Representative

Ministry of Public Health | Lebanon

Oct 2019 – Jan 2020

- Handled over 200 high-volume calls and documented cases accurately in internal systems.
- Coordinated patient transportation and service referrals for approximately 60% of reported cases.
- Liaised with multiple hospitals and municipalities, resolving 85-90% of citizen requests.

### Sales And Marketing Specialist

La Belle Couture | Lebanon

Nov 2018 – Aug 2019

- Oversaw daily store operations, maintained organization and ensured readiness before opening, leading to a 20% improvement in customer satisfaction.
- Assisted over 30 customers per day, responding to inquiries, explaining pricing and resolving concerns in a timely manner.
- Managed product updates and promotions on social media.
- Prepared invoices, basic accounting documents and reports with 100% accuracy.

## EDUCATION

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Master's Degree | Adjustment and Clinical Psychology | Lebanese University

Jan 2020 – Sep 2022

Bachelor's Degree | Psychology | Lebanese University

Jan 2017 – Oct 2020

## ADDITIONAL CERTIFICATES

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Certified Microsoft Office Specialist.

Apr 2024 – May 2024

Certified Public Speaker.

Nov 2019

## SKILLS

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Microsoft Word | Microsoft Excel | Data Entry | Microsoft PowerPoint | Customer Support | Problem-Solving | Time Management | Attention to Detail | Active Listening | Teamwork | Multitasking | Cross-Cultural Communication Skills | Organizational Skills | Arabic (Native) | English (Fluent).