

# CHARLY MEZHER

## BUSINESS MANAGEMENT

---

**Phone:**

+961 81345638

**Email:**

charliemezher@gmail.com

**Address:**

Bsalim, Chamiss Street 13

---

i thrive in collaborative environments where effective communication is key. my confidence allows me to tackle challenges with enthusiasm, i bring a positive energy to teams, fostering an inclusive atmosphere and contributing to a supportive work culture

## EDUCATION

### Bachelor of Business Management | 2021-2025

---

*Middle East University | Sabtieh, Lebanon*

- Relevant Coursework: Operations Management, Supply Chain Management, Project Management, Quality Management Systems, Business Analytics.

### Masters of General Business & Operations | 2025-2027

- Relevant Coursework: Advanced Operations Management, Strategic Management, Business Analytics, Corporate Finance, Supply Chain Management, Leadership & Organizational Development.

## INTERNSHIPS/PRACTICAL EXPERIENCE

---

### Customer Experience and Quality Control Agent

Noknok, Lebanon | Oct 2025 – Dec 2025

- Handled customer inquiries and resolved service issues.
- Evaluated interactions to ensure service quality standards.
- Supported continuous improvement initiatives across the team.

### Operations Manager

TwinPadel, Lebanon | Jan 2025 – Sep 2025

- Managed daily operations including staff, inventory, and finances.
- Oversaw customer service and marketing activities.
- Conducted interviews and trained team members.
- Improved operational efficiency and leadership structure.

### Project Coordinator

Facilitate International, Lebanon | Aug 2024 – Dec 2024

- Supported project planning and coordination.
- Assisted with financial analysis and reporting.
- Ensured tasks were completed according to project timelines.

### Senior Front Desk Officer

Country Lodge Hotel, Lebanon | Feb 2024 – July 2024

- Managed guest scheduling and customer support.
- Supervised and trained front desk team members.
- Increased sales during peak season.

### Customer Service Representative

VetPoint, Lebanon | April 2023 – Feb 2024

- Managed client communication and appointment booking.
- Conducted follow-ups in a clinical setting.
- Delivered service in a fast-paced environment.

### Operations Coordinator

ProWrap, Lebanon | March 2022 – Feb 2023

- Supported planning and execution of daily operations.
- Managed schedules and assisted team coordination.
- Ensured smooth operational workflow.

### Stock Controller

Marche 3al Sari3, Lebanon | May 2021 – March 2022

- Inspected stock for organization and compliance.
- Monitored inventory levels and product condition.
- Ensured proper product display and shelf-life control.

## CERTIFICATIONS

---

- Certificate in Completing Basic Red Cross Training
- Certification in Basics of Google Digital Marketing - JA Worldwide | 2019
- Certificate of Recognition for Jury Participation

## SKILLS

---

- Time Management
- Team Management
- Communication Skills
- Adaptability
- Team Supervision
- Problem Solving
- Business Analytics
- Quality Assurance
- Operations Management

## KEY CASE HIGHLIGHTS

---

- Led daily operations including staff management, inventory control, financial oversight, and customer service improvement.
- Enhanced operational efficiency and team performance in multiple fast-paced environments.
- Strengthened customer experience and quality control processes through structured evaluation and issue resolution.
- Coordinated projects involving planning, financial analysis, and cross-functional collaboration.
- Supervised and trained team members, contributing to improved service standards and productivity.
- Boosted sales performance during peak hospitality seasons through effective customer engagement.
- Selected as Teaching Assistant for Entrepreneurship and served as Jury Member evaluating business competitions.
- Demonstrated strong leadership, analytical thinking, and adaptability across operations, service, and academic roles.

## LANGUAGES

---

- Arabic (Native)
- English (Native)
- Spanish (Basic)

## PROFESSIONAL AFFILIATIONS

---

- Assistant Dean of Business Administration & Research
- Teaching Assistant for Entrepreneurship
- Jury Member for university startup competitions at Middle East University.