

Personal details

Name Nour Demian
Email address nourdemian1@gmail.com
Phone number +961 81 741 070
Date of birth August 19, 2002

Education

Jan 2024 – May 2026 Pursuing a Degree in Psychology (Senior Year)
Lebanese American University – LAU Beirut

Bac SE: Sociology & Economics
Jesus and Mary School, Rabweh

Employment

Jan 2025 – Present Operation Coordinator
Ticket Souq – Jordan

- Create and manage events on the internal ticketing system, ensuring accurate setup of pricing tiers, seating charts, and event details.
- Design and launch event-specific websites, customizing layouts and content to match branding guidelines and user experience best practices.
- Collaborate with marketing and design teams to integrate promotional materials and real-time updates into event platforms.
- Monitor event performance metrics and website traffic to optimize engagement and drive sales conversions.

July 2024 – Jan 2025 Business Development Specialist
Ticket Souq – Jordan

- Worked on projects worldwide.
- Maintained accurate sales records and promptly followed up with customers to ensure satisfaction and consistent business.
- Provided exceptional customer service and effectively communicating product benefits to customers.
- Managed a dynamic pipeline of leads and maintained CRM systems for effective sales tracking and forecasting.
- Developed and pitched tailored business proposals and partnership packages

Nov 2023 – Feb 2024 Business Development Representative
Upgrade – Dubai, UAE

- Worked on projects in both the UAE and KSA market.
- Maintained accurate sales records and promptly followed up with customers to ensure satisfaction and consistent business.
- Provided exceptional customer service and effectively communicating product benefits to customers.

Apr 2022 – May 2023

**Sales Consultant (*including Sales Support and Customer Service*)
Clean Republic, Hamra, Beirut, Lebanon**

- **Generated a vast increase in sales revenue by providing exceptional customer service and effectively communicating product benefits to customers.**
- **Practiced an empathetic approach leading to a 29% customer close rate, resulting in increased customer satisfaction and repeated business.**
- **Delivered exceptional support via phone, email, and live chat.**
- **Resolved technical issues and service concerns efficiently.**
- **Maintained deep knowledge of company products and services to provide accurate information and personalized assistance.**
- **Documented customer interactions in CRM systems, ensuring smooth communication across departments.**
- **Collaborated with cross-functional teams to improve processes and reduce recurring customer complaints.**
- **Actively sought out new business opportunities and cultivated relationships with existing customers.**
- **Collaborated with the marketing team to develop promotional materials and campaigns to increase sales.**
- **Conducted market research to stay up-to-date on industry trends and customer needs.**

June 2017 - June 2021

**Waitress and Cashier during the summer season
Ajwa2 Beach Resort, Damour, Lebanon**

- **Demonstrated exceptional customer service by delivering food orders in a timely and friendly manner.**
- **Managed a high-volume cash register, accurately processing an average of 50 transactions per shift.**
- **Collaborated with team members to create and maintain a clean and welcoming dining environment, resulting in an increase in customers.**
- **Trained new staff members on menu items, customer service, and cash register operations.**
- **Managed inventory and restocked supplies as needed to ensure smooth restaurant operations.**

Sep 2019 - Present

**Tutor
Tutor for children between ages 8 & 15**

- **Conducted diagnostic assessments to identify areas of strength and weakness for each student.**
- **Developed individualized learning plans that catered to each student's unique learning style and needs.**
- **Utilized a variety of teaching methods and resources to engage and motivate students.**
- **Provided regular progress reports to parents and adjusted teaching strategies as needed.**

Extracurricular Activities

Sep 2019 - Present

Maitrise Scout

Cheftaine responsible for children between the ages of 11 & 12

Sep 2014 - Present

Scout

200+ hours of community service

Languages

English

Fluent

Arabic

Fluent

French

Very good

Skills & Qualifications

CRM Management

Microsoft 365

Customer relationship management

Product knowledge

Client acquisition and retention

Goal setting and forecasting

Closing sales

Excellent Written and Verbal Communication

Self-motivation

Organization

Time management

Detail oriented

References

Mr. Hashim Itani
CEO Clean Republic

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