

# Jessica Elias Boueri

Antelias, Lebanon

+961-76-685287 | [jessboueiri@gmail.com](mailto:jessboueiri@gmail.com) | LinkedIn: [Jessica Boueri](#)

## Operations & Client Services Professional | IATA Licensed

Results-driven professional with cross-industry experience in reservations, sales operations, customer service, and logistics support across Lebanon and the UAE. Demonstrated ability to manage high-volume environments, coordinate documentation processes, and support revenue-focused teams. Recognized for strong organizational skills, attention to detail, and effective cross-functional communication.

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## CORE COMPETENCIES

Operations Support • Reservations Management • Client Relations  
High-Volume Call Handling • Documentation & Process Follow-up  
CRM Systems • SLA Compliance • Sales Coordination

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## PROFESSIONAL EXPERIENCE

### Gateway Customer Service Agent (Training Completed)

**DHL Express – Beirut Airport, Lebanon** | Dec 2025 – Jan 2026

- Followed up on shipment documentation to support timely customs clearance processes
  - Coordinated with internal departments and assisted customers with shipment status inquiries
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### Sales Development Representative

**Primo Capital Real Estate – Dubai, UAE** (Onsite, Beirut office) | Jul 2025 – Oct 2025

- Conducted 350–400 outbound calls daily in a high-performance sales environment
  - Qualified leads and scheduled appointments to support revenue targets
  - Prepared weekly and monthly performance reports for sales management
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### Sales Reservations Associate

**Silkhaus Rentals L.L.C – Dubai, UAE** (Remote) | Sep 2024 – Apr 2025

- Managed inbound booking inquiries in line with established SLAs
  - Assisted clients with reservation modifications, upgrades, and service coordination
  - Contributed to lead generation efforts and overall booking conversion support
  - Maintained accurate CRM records and booking documentation
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## **Customer Service Representative**

**TeleSupport International – Lebanon** | Aug 2022 – Dec 2022

- Managed inbound and outbound calls for international campaigns
  - Maintained service quality standards while handling client inquiries and concerns
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## **Assistant Coordinator (US-MEPI Program)**

**Lebanese American University – Beirut, Lebanon** | Jan 2021 – Aug 2022

- Coordinated logistical and administrative tasks supporting program delivery
  - Assisted in academic progress tracking and reporting
  - Liaised with faculty and team leaders to ensure smooth program operations
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## **Earlier Experience**

**Corporate Assistant & Receptionist** – SOLID Safadi Group Ltd., Lebanon

**Sales & Operations Support** – Euromed Brokers, Lebanon

**Executive Assistant** – CEG Offshore, Lebanon

**Substitute English Teacher** – Rosary Sisters' School, Lebanon

*(Full details available upon request)*

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## **EDUCATION**

**Diploma in Travel & Tourism (Amadeus)** – American Universal College (2024–2025)

**MA Sociology & HR** – Lebanese University (2017–2019)

**BSc Business Management** – La Sagesse University (2008–2012)

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## **CERTIFICATIONS**

- IATA Certification
  - TOEIC (AMIDEAST)
  - Grants Management & Monitoring (LAUCE)
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## **SKILLS**

- **Tools:** Microsoft 365, Google Sheets, HubSpot, Freshdesk, Oracle Applications, PIMS
- **Languages:** Arabic (Native), English (Professional), French (Intermediate)

**REFERENCES AVAILABLE UPON REQUEST**