

# YARA DBOUK

Beirut, Lebanon

Mobile: +961 81 738 422 | Email: yaradbouk65@gmail.com

## EDUCATION

---

**Lebanese University, Beirut, Lebanon**

July 2024

Bachelor of Science in Social Science

**Gibran Androis Twaini, Beirut, Lebanon**

2019

Lebanese Baccalaureate, Economics & Sociology Section

## PROFESSIONAL EXPERIENCE

---

**SmartSource, Beirut, Lebanon**

September 2025-Present

Customer Service Representative

- Manage high-volume inbound calls for a U.S.-based organization, providing clear and professional customer support.
- Schedule and coordinate appointments while creating and updating customer profiles and records accurately in internal systems to ensure high customer satisfaction.
- Handle complaints and concerns calmly and effectively, finding solutions and escalating when necessary.
- Complete assigned tasks and follow up to ensure issues are resolved in a timely manner.

**Zeal, Beirut, Lebanon**

January 2025-September 2025

Receptionist

- Acted as the primary point of contact for clients and guests, managing high volumes of calls, inquiries, and interview scheduling to ensure a professional and organized experience.
- Provided administrative assistance to accounting and HR departments, demonstrating accuracy, organization, and strong collaboration.
- Oversaw daily office operations, including supervising support staff, coordinating with vendors and service providers, and managing office maintenance and supplies.
- Handled daily cash flow and inventory tracking for the snack bar, applying basic sales principles and budget management.

**L'atelier Du Miel, Beirut, Lebanon**

October 2020-June 2021

Retail Associate

- Ensured financial accuracy and reliability in handling transactions as a cashier.
- Delivered exceptional customer service by addressing inquiries and concerns promptly guaranteeing a positive shopping experience
- Oversaw inventory management to maintain product availability and ensure systematic organization.

**Zaatar W Zeit, Beirut Souks, Lebanon**

May 2018-September 2020

Cashier

- Processed multiple transactions per day at a bustling city center location, ensuring accurate cash handling and payment processing.

- Coordinated with kitchen staff to manage order flow during peak hours, which helped maintain a high level of service efficiency and customer satisfaction.
- Managed closing duties, including cash drawer auditing and inventory control.

## **VOLUNTEERING**

---

### **Lebanese Red Cross Youth Program**

January 2018-February 2022

- Actively participated in humanitarian initiatives and community service projects including fundraising events and collaborating with local school.
- Assessed existing Red Cross programs to identify areas of potential.

## **SKILLS AND LANGUAGES**

---

- Proficient in Microsoft Office Suite (PowerPoint, Word, Excel)
- Fluent in both written and spoken Arabic and English

## **WORKSHOPS**

---

- Empire Leadership Camp by Kaizen Organization