

# Aya Mohamad

## CONTACT

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**Address:** Beirut, Lebanon

**Date of Birth:** 7/7/2001

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## PROFILE

A highly motivated and dynamic Business Management graduate with a proven ability to communicate effectively, build strong relationships, and manage teams and client interactions. Experienced in customer service, sales, and hospitality, with a solid track record of driving business growth, resolving problems efficiently, and delivering outstanding guest and client experiences. Adept at applying practical management techniques, creating smooth operational workflows, and handling challenges with professionalism and empathy. Eager to contribute to organizations that value dedication, performance, and people-first approaches.

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## PROFESSIONAL EXPERIENCE

### **Administrative & Client Support Coordinator**

#### **Supportive Solutions Home Care – Remote (United States-based)**

**05/2025 – 12/2025**

- Serve as the main point of contact between the agency, medical clinics, and patients, ensuring clear and professional communication in English.
- Coordinate all paperwork and documentation for home care applications, guaranteeing accuracy and timely completion.
- Communicate daily with doctors' offices and patients to confirm details, follow up on forms, and resolve any issues in the process.
- Respond promptly to emails and inquiries, handling problems with patience, efficiency, and professionalism.
- Support overall U.S. business operations remotely by maintaining organized records and ensuring smooth workflows.

### **Insurance advisor**

#### **Bankers Assurance**

**09/24– 04/25 Beirut, Lebanon**

- Develop and maintain strong client relationships by identifying their individual insurance needs and offering personalized coverage solutions.
- Consistently meet and exceed sales targets by prospecting new clients, cross-selling relevant products, and following up on leads.
- Handle client inquiries, concerns, and policy modifications with professionalism, ensuring satisfaction and long-term loyalty.
- Collaborate with internal departments to process applications and claims smoothly, ensuring timely service and accurate documentation.
- Resolve client problems efficiently by offering tailored solutions, demonstrating patience and a service-oriented approach.

### **Admin Officer**

#### **Crown Concepts Group (CCG)**

**09/23– 05/24 Beirut, Lebanon**

- Act as the primary point of contact for customer inquiries, feedback, and complaints.
- Resolve escalated customer issues promptly and professionally to ensure high levels of customer satisfaction.
- Collect, analyze, and interpret customer feedback and operational data to identify trends and areas for improvement.
- Track and evaluate employee performance against established KPIs related to customer service.
- Maintain accurate documentation and records related to customer interactions and operational processes.

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## PROFESSIONAL EXPERIENCE

### Hostess

#### Nighttales

02/23–09/23 Beirut, Lebanon

- Greeted and seated guests with a warm and welcoming demeanor.
- Assisted in managing reservations and ensuring smooth restaurant operations.
- Maintained a positive and friendly atmosphere for guests.

### Hospitality Services FIFA World Cup Qatar 2022

#### Dohatna Hospitality

10/22– 12/22 Doha, Qatar

- Provided top-notch hospitality services to international guests.
- Handled guest inquiries and ensured their comfort and satisfaction throughout their stay.
- Represented the host country with professionalism and cultural awareness.

### Freelance Tutor

2019–2022 Beirut, Lebanon

- Provided private tutoring for school-aged children in various subjects, focusing on clear explanation and personalized learning support.
- Assisted university peers in understanding complex topics, helping them prepare for exams and coursework.

### Sales Associate

#### Reebok (adidas Group)

2019–2020 Beirut, Lebanon

- Delivered personalized customer service by actively engaging with clients, understanding their needs, and recommending suitable sportswear and footwear products.
- Worked as part of a team to achieve store targets and support promotional campaigns, contributing to overall store success.
- Handled customer complaints and returns with professionalism and a problem-solving mindset, ensuring customer satisfaction and loyalty.
- Gained exposure to global brand standards through Reebok's integration within the adidas Group, adhering to both performance and service expectations.

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## EDUCATION

Master's Degree in Business Management  
Lebanese University- Beirut, Lebanon  
2025-2026

Bachelor's in Business Management  
Lebanese University – Beirut, Lebanon  
2020 – 2023

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## CERTIFICATES

'Mental Candy' Coaching Program  
Wydner Coaches– 24/3/2025

Certificate of Recognition for  
ranking second in Life ANP 2024

Basic and Advanced Training School  
(Life Insurance) October 2024

IELTS (International English Language  
Testing System)  
British Council – 27/1/2024(Overall Band  
Score: 7.5)

# Aya Mohamad

## SKILLS

- Effective Communication: Strong verbal and written communication skills in English; experienced in client interactions, email correspondence, and presentations.
  - Tutoring & Educational Support: Provided academic assistance to schoolchildren and university peers; adapted teaching style to suit different learning needs.
  - Customer Relationship Management: Built trust with clients through empathy, clarity, and responsiveness across service and sales roles.
  - Problem-Solving: Quickly identified issues and offered practical, personalized solutions in high-pressure environments.
  - Administrative Coordination: Managed paperwork, application processes, and record-keeping with attention to detail.
  - Cultural Adaptability: Worked with diverse teams and U.S.-based clients; comfortable navigating cross-cultural communication.
  - Leadership & Teamwork: Delegated tasks, supported team goals, and contributed to achieving business targets.
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## LANGUAGES

- Arabic – Native
  - English – Fluent (Professional Working Proficiency)
  - Turkish – Intermediate (Conversational)
  - French – Basic
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## REFERENCES

Available upon request