

Zayan Slim

Address: Furn El Chebek, Beirut

Contact Info:

Contact No: +96181929379

Email: slimzayan@gmail.com

Linked-In: [linkedin.com/in/zayan-slim](https://www.linkedin.com/in/zayan-slim)

Education:

- **BS in Biomedical Science**
(July 2017-July 2022)
Lebanese International University
- **International Baccalaureate I.B.** (Sept 2012- July 2016)
Al Jouf High School, KSA

Skills:

- Time Management
- Organization
- Teamwork
- Interpersonal Skills
- Computer Skills
- Critical Thinking

Languages:

Arabic (Native)

English (Fluent)

Internships:

- **Internship at Irfan Medical Center** in Chouf
- **Internship at Ain Wazein Medical Village** in Chouf

Work Experience:

- **Agent Relation Management at OMT** (July 2025 – Present)
 - Manage and respond to agent inquiries regarding OMT services via a ticketing system and direct phone communication.
 - Coordinate with internal departments such as Finance and Compliance when escalation or additional support is needed
 - Maintain professional relationships with agents, ensuring they receive accurate information and assistance to deliver OMT services effectively
- **Call Center Agent at Ministry of Social Affairs** (July 2024 – July 2025)
 - Managed high volumes of incoming calls with professionalism and empathy.
 - Provide accurate information regarding social benefits, eligibility criteria, and government programs.
 - Document caller information and the nature of inquiries, using CRM software.
 - Follow up on pending cases and provide updates to clients as needed.
- **Call Center Agent at Zaatara w Zeit** (January 2024 – April 2025)
 - Accurately taking orders over the phone or via online platforms.
 - Providing information regarding the menu, open hours and location
 - Liaising with delivery drivers to ensure accurate and timely delivery.
 - Addressing customer complaints and issues, ensuring a satisfactory resolution.
- **Call Center Agent at UN World Food Programme** (October 2022 – Dec 2023)
 - Handling large volumes of inbound and outbound calls
 - Listen to beneficiary concerns, issues and needs.
 - Follow communication professionalism, confidentiality, and policies
 - Process beneficiary accounts and file documents.
 - Provide appropriate solutions and alternatives within the time limits.
 - Conduct monthly surveys.
- **Sales Associate at Royal Liquor Store** (September 2019- September 2022)
 - Greet Customers.
 - Increase in store sales.
 - Operate cash register.
 - Maintain sales and floor appearance.

Certificates and Volunteering

- English Certificate
- Lebanese Association for Democratic Elections (LADE)
- Volunteer at Walk and Discover Group
- Volunteer Youth Development Organization
- Local Guide certificate from Shouf Biosphere Reserve
- Start up Camp with Game