

Lynn Kanaan

961-768-86141
lynn11.kanaan@gmail.com
Beirut, Lebanon

OBJECTIVE

Highly motivated and results-driven Business Management and Entrepreneurship graduate with honours from Algonquin College, bringing over 3 years of experience in sales, marketing, and financial services. Skilled in customer engagement, digital marketing, and client relationship management, with proven success in both retail and banking environments. Seeking to leverage my strong communication, organizational, and problem-solving abilities to contribute to a dynamic team and drive business growth.

EDUCATION

Business Management and Entrepreneurship September 2021 - August 2023
Algonquin College • Ottawa, Ontario

- Graduated with Honours with a CUMULATIVE G.P.A. of 3.85
- Made the Dean's Honours List 4 semesters in a row
- Class Representative Summer 2022 Semester
- Participated in the 2022 SUMMIT Entrepreneurship Bootcamp

WORK EXPERIENCE

Outbound Data Representative August 2024 - October 2025
Alterna Savings & Bank • Ottawa, Ontario

- Opened new personal and non-personal accounts, and provided access to automated banking machine, telephone banking, and online banking services
- Interviewed applicants for personal, mortgage, student, and business loans
- Promoted the sale of deposit, investment, credit, and loan products and services
- Assisted clients by proposing solutions to address financial objectives such as business expansion, debt management, investment, and other financial goals
- Completed credit and loan documentation
- Submitted credit and loan applications to the branch or credit manager with recommendations for approval or rejection; or approved or rejected applications within authorized limits, ensuring that the institution's credit standards were respected

Sales and Marketing Coordinator August 2023 - August 2024
Namtek Consulting Services • Montreal, Québec

- Assessed characteristics of products or services to be promoted to determine the marketing and advertising needs of an establishment
- Advised clients on marketing, advertising, or sales promotion opportunities and strategies
- Developed strategies and related content for direct and digital marketing and advertising campaigns, and implemented them
- Managed post-campaign analysis to measure and report on marketing and advertising metrics
- Developed and maintained social media accounts, including managing customer reviews and testimonials
- Assisted in the preparation of brochures, reports, newsletters, and other material

VOLUNTEER WORK

Coordinator

November 2019 - September 2021

Lebanese Scout Association • Beirut

- Organized community outreach programs and events to benefit local communities.
- Collaborated with other volunteers to plan and execute social initiatives.
- Assisted in fundraising efforts and mobilized resources for humanitarian projects.

Volunteer

August 2020 - October 2020

Safe Side Association • Baalback

Disaster and Humanitarian Relief:

- Provided immediate aid and support to affected individuals and families.
- Helped distribute emergency supplies, including food, water, and medical assistance.
- Participated in cleanup and recovery efforts to assist the affected community in rebuilding.

SKILLS

- Effective customer communication, both in-person and online.
- Improved public speaking skills for client engagement.
- Proficient in professional writing and bilingual in English and Arabic.
- Enhanced client inquiry response procedures.
- Created customer-friendly environment for increased sales.
- Resolved conflicts and assisted in product selection, ensuring high client satisfaction.
- Managed meetings and social media for multiple clients.
- Created content and optimized digital marketing strategies.
- Delivered high ROI and increased engagement and sales.
- Proficient in Windows, Microsoft Office, Google/Google Analytics.
- Skilled in Adobe Suite for content creation.
- Supported office administration and marketing initiatives.

AWARDS AND HONOURS

Dean's Honours List

2022

Distinguished Individual at Scouts Camp

2019

After demonstrating outstanding leadership skills and survival skills I was awarded the Distinguished Individual award at my first Scouts Camp I attended. Developed very strong team work and communication skills throughout the camp.