

# Soukayna Al Jamal

[soukayna.aljamal.lb@gmail.com](mailto:soukayna.aljamal.lb@gmail.com)

Lebanon | +961 70 402 562 | 18 Mar 1998

## Objective:

Reliable and detail-oriented professional with experience in remote customer support, data entry, front office operations, and administrative work. Seeking a role where I can use my skills and experience to support daily operations and contribute to company growth.

## Work Experience:

### Receptionist/Front Desk Office

*Mist Hotel and Spa – Ehden*

*Jan 2024 - Mar 2026*

- Handle front desk operations, check-ins, inquiries, and administrative tasks.
- Manage reservations and Hotel Management System.
- Organize emails, appointments, and customer communication
- Collect 50% Deposit through western union, which, credit payment at the time of booking
- Create staff schedules and coordinate shift needs with department heads.
- Ensure guest IDs and billing details are confidentially recorded following security procedures.
- Schedule and coordinate guests SPA appointments, reservations and meetings.
- Perform administrative tasks, photocopying, scanning, and documentation.
- Handle guest inquiries or transfer them to the appropriate department.
- Reply to groups and travel agency emails and requests, providing special rates and offers.
- Create and submit daily financial reports to the owner.

### Legal Assistant / Legal Secretary

*Ishrakieh Law Firm*

*July 2023 - Jan 2024*

- Prepared and organized legal drafts, documents, briefs, and notices.
- Organized client records and legal databases
- Assisted in meetings scheduling, court dates, and deadlines.
- Communicated with clients to collect information and provide updates.
- Supported senior lawyers with administrative and case preparation tasks.

### Customer Support specialist and Data Entry (Remote)

*Magaza – North (Online store)*

*Oct 2022 - May 2023*

- Managed customer communication via calls, email, and messaging.
- Delivered remote customer support, resolving complaints and ensuring satisfaction.
- Followed up to ensure all pending issues were fully resolved.
- Ensured timely documentation and organized digital files
- Recorded customer orders and information (Open cart) in computer systems

- Managed data entry and updated databases daily using Excel and Google Sheets.
- Created policies and procedures to reduce time, costs, and complaints.

## Education

### Bachelor degree in Law

*Lebanese university – Faculty of Law and political science*

*Nov 2022*

### Baccalaureate in Economy and sociology

*Official Secondary high school – Zgharta*

*2017*

## Training and certifications

### Social media marketing

*DOT x GIL*

*7-16 Aug 2023*

### Artificial Intelligence Training

*CISCO x GIL*

*18 July 2023*

### Business English course

*Lebanese university*

*Nov 2022*

### Certificate of participation in Mediation skills and peaceful conflict resolution training

*CEDR accredited Mediator- Trainer Fehmi Rashid Karami*

*Sep 2020*

## Technical skills

- **PMS – Partners Managerial System:** Reservations, billing & daily operations
- **OpenCart – E-commerce Platform:** Products & orders
- **LOL Orient – Retail System:** Sales & inventory
- **OMT, Whish & Payment Machine:** Payments, deposits & transactions
- **Email platforms (Gmail, Outlook)**
- **Microsoft Office Suite:** Word, Excel, PowerPoint
- **Google Sheets:** Data entry and management

## Languages proficiency

Arabic (Native)

English (Advanced)

French (Intermediate)

## Volunteer Experience

Election Monitoring Volunteer at the Ministry of Foreign Affairs for Lebanese expatriate parliamentary voting.

*19 Mar 2022*