

Personal Data:

- Name: Nour Al-Khatib
- Mobile No: 79071064
- Email: Nana.alkhatib96@hotmail.com
- Nationality: Lebanese born in Kuwait
- Date of Birth: Sep 10th 1996

Education:

- High School Certificate - Arab Modern Academy (2014)
- Bachelor of Business Management - Arab Open University (2020)

Language:

- Arabic & English

Work Experiences:

6- Drops General Trading Company – Kuwait (May 2021–December 2025)

- Category Manager (May 2024-December 2025)
 - Manage products with category, including selection, pricing, and inventory optimization.
 - Analyze sales data to improve category profitability, and performance.
 - Coordinate with suppliers, marketing, and operations teams to ensure smooth product launches.
 - Develop marketing strategies with suppliers to enhance products and promotions visibility.
- Senior Content Officer (January 2022-April 2024)
 - Training new team members in copywriting skills, system usage (Sales Force).
 - Managed 3 teams across 3 countries for app launches in (UAE & KSA).
 - Organize products content and images on apps for better discoverability and user experience.
 - Collaborated with commercial, and marketing team to ensure content is aligned with the app launches.
- Content Officer (May 2021-December 2021)

5- Content Officer - Tatayab (January 2020-April 2021)

- Create digital product descriptions in Arabic & English.
- Categorization of products on website & application for easy discoverability.
- Collaboration with marketing to ensure content is aligned with campaigns.
- Manage application & website layout for easy user experience.

4- Customer Service Agent - Ooredoo Telecommunication (July 2019-January 2020).

- Handling inbound calls regarding telecom services, account related issues (billing inquiries, plan/service changes, account information update, account suspension/disconnection, and complaints).
- Manage customer accounts, and service requests.
- Maintain customer satisfaction and service quality standards.
- Promoting new company's services.

3- Customer Service Agent - Carriage Logistics Company (April 2018-Jun 2019).

- Handling both inbound & outbound calls regarding order processing, tracking, deliveries, and customer inquiries.
- Communication with customers via phone, and livechat to provide updates and resolve issues.
- Coordinated with drivers and operation team to ensure deliveries, and complaints resolving.

2- Receptionist - Dermatology & Laser Clinic (January 2017-January 2018).

- Manage patient appointments, records, and front-desk operations.
- Providing patient support, from greeting customers to processing payments & invoices.
- Coordinated with medical staff to ensure efficient daily workflow.
- Ensured adherence to clinic policies, hygiene standards, and patient privacy regulations.

1- Reservation Employee - Red Sea Travels (July 2016-September 2016).

- Booking both Tickets and Hotels (locally or internationally) through 'Galello'.
- Applying for online Visa.