

Sahar Kanaan

Sales & Customer Success

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PERSONAL STATEMENT

Skilled and customer-focused sales and service professional with 3 years of experience in fast-paced environments. Known for a strong and flexible personality with an outstanding and organized workflow. Eager to grow and develop within a dynamic team, in either onsite or remote customer service roles.

PROFESSIONAL EXPERIENCE

Client & Platform Officer -administrative

Nov 2025 - 2026

Tomohi App - Beirut

- Monitor User activity and support users through the booking process, account setup, and platform navigation.
- Support customer experience and coordinate daily between mentors and learners to ensure smooth sessions scheduling and completion.
- Engage with clients through CRM platforms.
- Report clients feedback and issues to the app development department.
- Review and update mentors and learners profiles through Tomohi Dashboard.

Relationship Representative - administrative

May 2024 - Oct 2025

CIS College Group - Training Department, Beirut

- Assist clients throughout the registration process for educational and training courses, providing accurate guidance and customer support.
- Communicate with prospective students via CRM system, phone, and in-person.
- Maintain organized records of clients' interactions and collaborate with the marketing and academic teams.
- Develop and implement new strategies as a team to boost enrollments, including targeted follow-up routines.

Sales Associate

Oct 2023 - Apr 2024

Retail Group - ABC Verdun

- Assist customers and ensure a positive in-store experience.
- Provide product recommendations based on customer needs and operate on the purchasing system.
- Collaborate with team members to achieve store targets and maintain smooth workflow.

Sales Person

Aug-Sep 2023

Alia Concept- ABC Verdun

- Engage directly with walk-in customers and prepare online orders through totters.
- Educate shoppers on the health benefits of organic products.
- Collect customer feedback to help improve product offerings.

Technical Assistant

Jul-Aug 2022

BAZZIMED SARL- Biomedical Engineering Department, Beirut

- Support the sales and technical team in both the selling process and PM requests of specialized medical equipment in clinics and hospitals.
- Handle clients' inquiries via phone and email, and maintain organized records of sales and clients' contacts using Excel.

EDUCATION

B.E. Electronics Engineering Emphasis on Biomedical

2016 - 2020

International University of Beirut

SKILLS & EXPERTISE

SOFTWARE Zoho CRM, Callbell Platform, App Dashboard, notion, UXCam
Microsoft office
TMS Platform

SOFT SKILLS Dynamic Multitasking & Fast learning
Customer Focus & Goal-Oriented
Verbal & written Communication (English & Arabic)