

Haneen Edelbi

Phone: +961 71 323 891

Email: edelbi.haneen@gmail.com

LinkedIn: linkedin.com/in/haneen-edelbi

Professional Summary

Results-driven administrative and operations professional with expertise in executive support, quality assurance, and customer service. Skilled in multi-branch coordination, schedule management, record keeping, and team supervision. Adept at process improvement, client communication, and performance monitoring in fast-paced environments.

Experience

CEO Executive Assistant

Abed Tahan

April 2024 – Present

- Deliver high-level executive support to the CEO by expertly managing calendars, meetings, travel logistics, and competing priorities.
- Prepare, maintain, and streamline executive reports, presentations, and critical business documentation with precision.
- Oversee billing, reconciliations, and financial/administrative records to ensure accuracy and operational efficiency.
- Coordinate multi-branch operations, including employee, branch, and marketing-related invoicing.
- Manage executive correspondence and provide hands-on support for special projects and company events.
- Handle confidential and sensitive information with the utmost professionalism, discretion, and integrity.

Quality Assurance & Customer Service Representative

SmartSource - Muscat Eye Laser Center

May 2023 – Feb 2024

- Managed patient inquiries, provided medical/surgery information, and coordinated appointments and follow-ups to reduce no-shows.
- Delivered excellent customer service while ensuring accurate information and patient satisfaction.
- Monitored calls, coached agents, and implemented performance improvements based on trends.

Quality Assurance & Operations Specialist

SmartSource – MazingDay

May 2021 – Jan 2023

- Conducted quality audits, data validation, and compliance checks for agents, providers, and clients.
- Maintained detailed documentation, monitored performance metrics, and coached teams to improve efficiency and accuracy.
- Coordinated with providers and clients to verify information and supported onboarding and business development initiatives.

Customer Care Representative

SmartSource - Tabby.ai

July 2020 – Jan 2021

- Educated customers on payment options, assisted with order placement, and ensured smooth payment completion.
- Handled inbound, outbound, and collection calls, resolving issues via email and live chat while consistently meeting SLA response times.

Customer Service Verification Specialist

SmartSource - Google

Mar 2019 – June 2020

- Conducted outbound verification calls and supported businesses with Google Search and Maps listings.
- Ensured data accuracy to enhance local SEO and help organizations strengthen their online visibility.

Insurance Agent / Advisor

SmartSource - Doozy by Arope Insurance

Oct 2018 – Feb 2019

- Sold customized car insurance policies and ensured timely issuance and delivery aligned with client needs.
- Tracked customer satisfaction, handled complaints, and managed escalations to maintain high service standards.

Education

Lebanese International University (LIU)
Bachelor of Business Administration

2015 – 2018

Skills

Languages: English (Fluent), Arabic (Native)

Technical Skills:

Microsoft Word, Excel, PowerPoint, Outlook, SPSS, Freshdesk, Ziwo, Slack, Jira, Macc System and Clickup

Core Competencies:

Executive & Administrative Support, Scheduling & Coordination, Quality Assurance & Data Validation, Customer Service, Team Coaching & Performance Improvement, Invoicing & Financial Accuracy, Time Management, Multitasking & Problem Solving, Attention to Detail & Confidentiality