

Elsy Karam

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Professional Summary:

"Hard-working and motivated individual with strong communication, time-management, and problem-solving skills. Fast learner who adapts quickly, well organized, and delivers high-quality of work. Reliable, responsible, and committed to continuous growth and improving in every role."

Relevant Work Experience:

Saint George Hospital UMC

Patient Relations Assistant

2023 – present

Preparing weekly, monthly, quarterly and achievement reports.

Identifying areas for improvement and collaborating with departments to enhance the patient experience.

Handling patient complaints and concerns professionally, working to find solutions and improve patient satisfaction.

Entering data into database software and checking to ensure the accuracy of the data that has been inputted.

TELE SUPPORT INTERNATIONAL

Call Center

2021 – 2022

Taking calls from refugees.

Answering questions or addressing any concerns they may have.

Listening to their problems and submitting a report concerning it.

AL ABDALLAH

Waitress

2021

Taking orders from customers in a professional manner and entering them into the ERP system.

Showing elevated level of customer service.

Reporting any problem related to customers to his / her superior & follows up accordingly.

Education:

Arab Open University

Bachelor of Arts Business Studies (Marketing)

2023 -present

Ecole technique des sciences touristique et commerciales

Degree in Marketing.

2021-2022

Certificate:

Digital Marketing course by F.A.P.A.

Technical Skills:

MS Office: Word, Excel, Power point...

Language:

Arabic, English and French.

Core Skills:

Communication Skills, Attention to Detail, Time Management, Teamwork, Organization, Problem Solving.