

Marie Jozeh Richany
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Motivated and detail-oriented accounting student with five years of experience in customer support and service. Proven ability to resolve complex issues, foster strong client relationships, and contribute to customer satisfaction. Skilled in communication, problem-solving, and analytical thinking, with a strong focus on supporting business growth and operational efficiency.

EMPLOYMENT HISTORY

May 2025 — March 2026	Call Center and Operations Team Lead, Gozilla Delivery App	Mirna Chalouhi
	• Optimized scheduling for Operations and Customer Support to ensure balanced coverage • Led teams, providing training and performance feedback • Prepared daily reports on operations and improvements • Assigned tasks based on performance metrics • Managed team performance through KPI tracking and analysis	
Sep 2024 — May 2025	Logistics Coordinator, Gozilla Delivery App	Mirna Chalouhi
	• Manage order queues and allocate deliveries to riders while considering factors like distance and rider availability. • Maintain communication with customers, riders, and internal teams for updates. • Resolve delivery issues and address any challenges. • Train and support riders for optimal performance. • Maintain accurate records and reports to identify areas for process improvements.	
Sep 2023 — Sep 2024	Customer Support Agent, Gozilla Delivery App	Mirna Chalouhi
	• Provide customer support and customer satisfaction. • Tracking and following up orders to meet customers' expectations and fulfill their needs. • Follow up and call backs, including bad user experiences with general feedback given by customers on the application and social media. • Handle daily customer care emails, support messages and calls. • Answer all inbound communications from customers and merchants.	
Jan 2023 — May 2023	Cashier, Nî Italian and Japanese Caffè	ABC Achrafieh
	• Deal with paid and unpaid invoices. • Handle cash outs. • Responsible for handling cash. • Knowledge in ACE system.	
May 2021 — Dec 2022	Call Center Agent, Roadster Diner and Deek Duke	Mirna Chalouhi
	• Take customer calls and provide accurate, satisfactory answers to their queries and concerns. • De-escalate situations involving unsatisfied customers, offering patient assistance and support. • Call clients and customers to inform them about the company's new products, services and policies. • Help to train new employees and inform them about the company's customer management policies. • Knowledge in Squirrel system. • Fill cases over the CRM system.	

Jun 2018 — Aug 2018	Cashier / Receptionist, Sagesse High School	Ain Saadeh
	• Booking reservations and directing visitors throughout the gym. • Dealing with internal and unpaid invoices.	

EDUCATION

Sep 2021 — May 2022	Business Management, Arts, Sciences and Technology AUL	Dekwaneh
Sep 2021 — May 2022	Accounting BT3, Ecole de Tourism	Dekwaneh
Oct 2018 — May 2020	Accounting BT 1 and BT 2, Centre International des Sciences Techniques	Daoura
Sep 2005 — Jun 2018	Elementary and Secondary, Baouchrieh Adventist Secondary School	Bouchrieh

SKILLS		SYSTEM KNOWLEDGE
Teamwork	Customer Service	Squirrel Software System
Microsoft Excel	Microsoft Office	Omega Software System
Communication	Ability to Work Under Pressure	ACE Software System
Ability to Multitask	Communication Skills	Zendesk Platform
Computer Skills	Analytical Thinking	Ziwo Platform
Fast Learner	Ability to Work in a Team	

LANGUAGES	
Arabic	Native speaker
English	Highly proficient
French	Very good command