

Hala Al Fakih

📍 Beirut, Baalbek-Hermel Governorate, Lebanon ✉️ halaelfakih7@gmail.com 🌐 in/hala-alfakih-6417291ab

SUMMARY

Detail-oriented and proactive Customer Support & Follow-Up Intern with experience in managing user profiles, supporting vendors, and assisting interns through direct communication and problem-solving. Skilled in Excel filtering, communication templates, and community management. Adept at providing tailored solutions, verifying profiles, and enhancing user engagement on platforms.

EXPERIENCE

Customer Support & Follow-Up Intern

InternGrub

June 2025 – September 2025, Remote/Beirut

- Managed and reviewed intern and vendor profiles to ensure accuracy and legitimacy.
- Contacted users, added them to the WhatsApp Community, and removed unqualified or inactive profiles.
- Followed up on vendor issues by providing support and solutions to ensure smooth collaboration.
- Assisted interns with inquiries, offering clear guidance and solutions.
- Helped match interns with new internships and job opportunities within the community.
- Utilized Excel sheets to filter interns, track their status, and maintain updated records.
- Applied message templates for professional and consistent communication with users.

Arabic Language Tutor

Elite Tutoring Company

March 2024 – June 2025, Beirut, Lebanon

- Taught Arabic language to school students from scratch, focusing on reading, writing, and grammar.
- Followed up with students' homework, assignments, and exam preparation.

Language & Science Tutor

Florence Institute

September 2023 – March 2024, Beirut, Lebanon

- Tutored elementary and high school students in languages and science subjects.
- Supported students in understanding academic material and improving performance.

EDUCATION

Bachelor's Degree in Business Administration & Management (Marketing)

Lebanese University – Faculty of Economics and Business Administration • 2023–2026 • 3.3

General Science Degree

Al Namuzajyye High School • 2017–2020

Al Baraem School • 2005–2016

CERTIFICATIONS

IT Essentials

Cisco

Standard English/Western Certification

Linguaphone

SKILLS

Microsoft Office: Excel, Word, Access, Modern Workplace

Customer Support Tools: Communication Templates, Community Management

Business & Administration: Process Improvement, Accounting, Advertising

Additional Skills: Group Communication, Problem-Solving, Attention to Detail, Arabic (Native), English (Proficient)
