

Marily Rahy

Operations & Customer Experience Manager

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Summary

Dynamic and results-driven professional with diverse experience in operations management, customer service, and client relations across hospitality, finance, and healthcare environments. Proven ability to optimize workflows, manage teams, and oversee procurement and daily operations while maintaining high service standards. Strong background in financial transactions, administrative coordination, and customer engagement, combined with a creative edge in photography and teaching. Recognized for adaptability, problem-solving, and delivering efficient, client-focused solutions in fast-paced environments.

Experience

Operation Manager – Apr 2024 to Present

La Chicane

- Oversee end-to-end operational performance, ensuring seamless coordination of daily activities and optimized workflow efficiency.
- Lead workforce planning, including shift allocation and team supervision, to maintain high productivity and service standards.
- Directed end-to-end procurement operations, including supplier sourcing, price negotiation, and purchasing strategy, optimizing cost efficiency while ensuring consistent supply quality and availability
- Direct supplier relations, procurement processes, and inventory management while enforcing cost-control strategies.
- Monitored purchasing trends and vendor performance, implementing data-driven decisions to enhance procurement efficiency, reduce costs, and strengthen supplier reliability.

Customer Service – Nov 2023 to Mar 2024

Saad Services, Lebanon

- Executed international remittance operations through Western Union, ensuring accuracy, compliance, and client satisfaction.
- Coordinated and executed OMT service transactions, managing payments, transfer requests, and administrative workflows with a focus on operational accuracy, efficiency, and customer satisfaction.
- Facilitated effective communication between suppliers and customers to streamline service delivery and resolve inquiries efficiently.
- Oversaw daily cash handling procedures, including reconciliation, reporting, and secure transaction management.

Freelance Photographer – June 2014 to Present

- Delivered professional photography services across weddings, portraits, and customized photo sessions, ensuring high-quality visual results tailored to client needs.
- Managed lighting setup and composition techniques to enhance image quality and create visually compelling shots.
- Conducted portrait and event photo shoots, capturing key moments with attention to detail and artistic direction.
- Maintained strong client relationships by identifying individual needs and expectations and delivering customized photography solutions that reflected their vision and enhanced overall satisfaction.

Doctor Assistant, Prosthetic & Orthotic Center – Oct 2020 to June 2022

Beit Chabab Hospital

- Managed front-desk and administrative operations, including handling incoming calls, directing inquiries, and coordinating correspondence with patients and medical staff.
- Provided structured support to patients by ensuring clear communication, appointment organization, and efficient service flow.
- Assisted in coordinating daily clinic activities, maintaining accurate records, and supporting overall operational efficiency.
- Delivered patient-centered support by addressing inquiries professionally and ensuring a smooth and organized clinical experience.

Team Leader, Summer Camp for Children – July 2022 to Sep 2022

- Designed and executed a structured program of engaging activities, including games, arts and crafts, and interactive projects, ensuring a dynamic and enriching experience for participants.
- Supervised daily camp operations while coordinating schedules and activities to maintain organization and smooth program delivery.
- Promoted teamwork and collaboration among staff members, fostering a supportive environment that enhanced both team performance and children’s overall experience.
- Ensured a safe, inclusive, and positive environment for children, encouraging participation, creativity, and personal development

Freelance Teacher – 2018 to 2022

- Delivered personalized instruction tailored to individual learning needs, enhancing student understanding and academic performance.
- Designed structured lesson plans and learning materials aligned with educational objectives and student capabilities.
- Built a supportive and motivating learning environment that encouraged confidence, participation, and skill development.

Hostess & Waitress – 2016 to 2020

Kassouf Agency

- Represented high-end venues by welcoming guests, managing reservations, and ensuring a positive first impression.
- Provided attentive and personalized customer service by anticipating guest needs, addressing requests promptly, and ensuring a consistently high level of satisfaction.
- Handled high-pressure environments with professionalism and composure, ensuring efficient service delivery during peak hours and special events.

Education

Bachelor of Arts in Social Sciences – Oct 2019 to 2022

Lebanese University, Rabieh

- Completed a multidisciplinary program encompassing key areas such as psychology, sociology, and economics.
- Developed strong analytical, critical thinking, and research skills through an integrated social sciences curriculum.
- Gained a comprehensive understanding of human behavior, social systems, and economic principles.

Certificates & Courses

- **OMT & Western Union Services Training** | financial service operations, including international money transfers, insurance services, bill payments, and government-related transactions

Volunteering Engagement

Volunteer – Achrafieh Social Association, Karm Zeytoun & Beirut

- Delivered dedicated support to elderly individuals facing challenging living conditions, contributing to their daily care and overall well-being.
- Initiated and led social and recreational activities designed to foster engagement, reduce isolation, and promote emotional comfort.
- Actively contributed to creating a supportive and dignified environment by responding to individual needs with empathy and attentiveness.

Skills & Expertise

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| <ul style="list-style-type: none">• Microsoft Office Suite• Google Forms• Omega System operations• Computer Literacy & Data Entry• Google Forms & Data Collection Tools• Transaction Processing• Supplier coordination & Inventory Control• Cash Handling & Financial accuracy• Photography composition | <ul style="list-style-type: none">• Analytic thinking & Problem-Solving• Team collaboration & Leadership Support• Creative execution for events• Stakeholder Coordination• Customer experience• Communication & Relationship Building• Problem-solving & Decision-making• Reporting & Documentation• Cost control & Operational efficiency |
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Languages

Arabic: Native | English: Good | French: Good