

Sandra Daye

Sabtieh, Mount-Lebanon | +961 7071 2040 | Lebanese | Born: 23 September 1992,
Beirut | Sandra.dayeh@gmail.com | LinkedIn:
<https://www.linkedin.com/in/sandra-daye-107507114>

Personal Summary

Customer Service Professional with over 7+ years of experience delivering exceptional client support across diverse industries. Recognized for strong communication, empathy, and problem-solving skills, with a consistent focus on improving customer satisfaction and operational performance. Passionate about creating positive customer experiences and building lasting relationships. Seeking to contribute to a dynamic organization where I can grow professionally while driving customer satisfaction and operational excellence.

Professional Experience

Middleware Data Systems (an ITG Holding SAL Company) - Senior Customer Service Agent |

Feb – May 2026 | Baabda, Lebanon

Managing daily customer interactions via phone, emails, WhatsApp and in-person - Resolving customer complaints and technical inquiries contributing to higher customer satisfaction and repeat visits - Conducting post-service follow-ups and collecting customer feedback to support after sales improvements - Opening job cards and preparing accurate service quotations for incoming customer requests - Receiving cash money from clients and performing basic accounting tasks including data entry, reconciliation, and monitoring of financial records to support operational accuracy - Conducting daily stock counts and maintaining precise inventory records to support workshop operations and minimizing discrepancies - Team coordination: Following up with workshop teams on service progress, ensuring timely updates and smooth workflow management

Bassoul-Heneine SAL - Customer Service Representative / Assistant Service Advisor |

Jan 2019 – Jan 2026 | Sed El Baouchrieh, Lebanon

Managing daily customer interactions via phone, email, WhatsApp and in-person - Resolving customer complaints and technical inquiries, contributing to higher customer satisfaction and repeat visits - Coordinating service appointments and maintaining accurate customer records within internal systems - Conducting post-service follow-ups and collecting customer feedback Collaborating with sales and marketing teams to support cross-selling initiatives and seasonal promotions occasionally

Le Comptoir Agricole Du Levant – Assistant Marketing Manager & Administrative Assistant | Jun – Oct 2016 | Jdeideh, Lebanon

Supported marketing presentations and market research activities - Assisted in improving customer communication accuracy and brand consistency - Managed administrative tasks and internal coordination to enhance workflow efficiency

Mike Sport – Back Office Unit Officer | Jan – Apr 2016 | Zalka, Lebanon

Maintained and updated internal databases with a high level of accuracy - Prepared operational reports supporting management decision-making

IPSOS – Media Monitoring Operator | Sep 2014 – Jan 2016 | Sin El Fil, Lebanon

Conducted detailed media analysis and reporting - Ensured accuracy, attention to detail in data handling & timely reporting.

ADMIC-BHV – Cashier / Customer Service Representative / Supervisor | Aug 2011 – Feb 2013 | Citymall, Dora, Lebanon

Handled cash transactions and daily reconciliations with full accountability - Resolved customer complaints and conducted follow-ups - Supervised team performance and maintained transaction record

Education & Certifications

Digital Marketing Certification, FORMATECH Lebanon (2025)- NLP Master Practitioner Certification, INLPTA – USA (2022) - BA in Marketing, American University of Culture & Education (2014–2018) - Transaction Operations Certification – “Seal the Deal”, ADMIC-BHV (2012) - Lebanese Baccalaureate in Social & Economics, St.Elise Btina High School Beirut (2011)

Professional Skills Customer Service & Client Relations, Complaint Handling & Conflict Resolution, CRM & Customer Data Management, Call Handling & Email

Support, Cross-selling & Customer Retention, Multitasking & Time Management, Emotional Intelligence & Active Listening.

Technical skills Microsoft Word, Excel, PowerPoint, Dynamics Navision (INCADEA), CRM systems – Social media platforms, campaign support, market research

Languages Arabic: Fluent – English: Fluent – French: Good.