

Mirna Aabed

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PROFESSIONAL SUMMARY

Detail-oriented Administrative and Customer Service professional with a Master's degree in Financial & Banking Economics and experience in administrative support, client communication, data entry, and records management. Skilled in handling customer inquiries, maintaining accurate documentation, and providing professional support while ensuring confidentiality and attention to detail. Strong communication and organizational skills with the ability to build positive relationships with clients and contribute to customer-focused operations. Motivated to deliver high-quality service and support clients in a professional banking environment.

EDUCATION

- Master's Degree in Financial & Banking Economics | Lebanese University | 2025
- Master 1 in Financial & Banking Economics | Lebanese University | 2023
- Bachelor's Degree in Economic Sciences | Lebanese University | 2022
- Lebanese Baccalaureate, Sociology & Economics | Nadia Aoun Official High School for Girls | 2019

EXPERIENCE

Administrative Assistant (Remote) – Al Bait Al Saeed Real Estate Brokers, Dubai | 2023–2025

- Coordinated daily office operations and handled administrative requests and confidential records with accuracy and discretion.
- Maintained electronic filing systems and document management databases with high attention to detail.
- Performed data entry and ensured accuracy of administrative and financial records.
- Prepared, organized, and tracked documents for operational processes in line with organizational procedures.

Founder & Online Business Owner – Manzili Tech (E-commerce) | 2025

- Managed customer inquiries, supplier communications, orders, and client-focused support.
 - Processed invoices, maintained records, and organized documentation for daily operations.
- Intern – Ministry of Economy & Trade | 2023

- Supported administrative activities, document preparation, filing, and records management.
- Performed data entry and assisted with report preparation and information organization.

Telesales Representative – Al Ghandi Insurance Broker, UAE | 2022

- Acted as a primary point of contact for clients and handled incoming inquiries.
- Processed client documentation, maintained records, and provided professional customer service.

Additional Experience

English & Math Teacher / Kindergarten Assistant – Modern Scientific School | 2023–2026

- Acted as the first point of contact for parents and visitors, and managed communication with families.
- Maintained student records, attendance records, and administrative documentation.
- Supported children from diverse and vulnerable backgrounds in an inclusive and supportive environment.
- Demonstrated strong communication, teamwork, adaptability, and interpersonal skills while working with children from diverse backgrounds.

KEY SKILLS

Customer Service • Client Relationship Management • Administrative Support • Customer Communication • Data Entry • Records & Document Management • Electronic Filing Systems • Confidentiality & Discretion • Attention to Detail • Organization & Planning • Problem Solving • Teamwork & Collaboration • Adaptability • Accountability • Microsoft Office (Word, Excel, PowerPoint, Access) • Basic Knowledge of Banking Products and Services

LANGUAGES

- Arabic
- English
- French