

SANDY AL KHATIB

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WORK EXPERIENCE

- **Graduate Assistant at LAU-Beirut, Lebanon** Jan 2021 - Present
 - Project assistant at the Marketing department updating spreadsheets and course offerings per semester.
 - Research assistant, draft reports, and presentations (category overview as well as issue-based) building a story and finalizing conclusions and proposes recommendations
 - Participate in business meetings Project based team support business and duties as assigned
- **Account Manager at MBA Center Europe (Remotely, Brussels Belgium)** Oct 2020- July 2021
 - Connecting with key business executives.
 - Qualifying, processing, following up on leads, appointment setting, and creating contracts and invoices for clients.
 - Event planning, organizing, and moderating.
 - In charge of the Ambassador's program (13 UK based ambassadors)
- **Internship at Studypedia – Beirut, Lebanon** July 2020 - Aug 2020
 - Assist students to make the right choice about pursuing education in overseas educational institutions.
 - provides information regarding higher education in various countries such as UK, USA, Canada, Australia, New Zealand, Singapore, Ireland, and more.
 - Prepare briefs and reports as needed
- **Follow Up Agent Credit Card at BLOM Bank (Trainee) – Beirut, Lebanon** Feb 2020 - March 2020
 - Negotiating payment plans
 - Collaboration with Other departments – Finance/Branches
 - Establish and maintain regular communications with clients to facilitate periodic payments
 - Reduced delinquency for assigned accounts
- **Freelance Moderator at Accelerate Me Online – Beirut, Lebanon** Sep 2019 - Nov 2019
 - KSA Mega Sale Extra stores Project
 - Instantly responded to customer's comments & feedback and delivered better customer experience.
 - Lead, plan and manage to handle all chat, social media, interactions, and all digital interactions from customers.
 - Engaging customer on our social media properties (contests, content, etc.) to drive positive feedback.
- **Call-center agent at LibanPost – Beirut, Lebanon** March 2019 - Aug 2019

- Completed call notes and call reports as necessary and updated them in the CRM.
- Obtained and evaluated all relevant data to handle complaints and inquiries.
- Recorded details of comments, inquiries, complaints, and actions taken.
- Managed administration, communication, and coordination with internal departments.

○ **Scout's Club at Lycee National Schools – Beirut, Lebanon** Jan 2019 – March 2020

- Organizing the activities of the group such as day trips, camping, hiking, arts and crafts, and other outdoor pursuits or assisting in their local community.
- Attend national and international youth events and use them as a platform for scouting (Identify, contact, network, and sign).

○ **Summer Training Program at Touch – Beirut, Lebanon** June 2018 - Aug 2018

- Corporate Management Dept. (Credit and collection – Business Support)
- Technical Dept. (Acquisition and acceptance – Site management)

EDUCATION

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| ○ Lebanese American University (LAU)
CGPA 3.89/4
Master's in Business Administration (MBA) | Jan 2020 – Jan2022 |
| ○ Beirut Arab University (BAU)
CGPA 3.13/4
B.B.A in Business Administration Emphasis in Management | Sept 2015 – Nov 2018 |

WORKSHOPS AND CERTIFICATION

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| ○ Strategic management crisis, risk reduction and teamwork training (Instructor Lara Chcaira). | Aug 2019 |
| ○ Social Media Workshop at AMIDEAST Training Center. | Jan 2019 |
| ○ Digital and Innovation (touch- Instructor Lara Ammar). July 2018 | ○ Mobile Broadband Evolution (touch- Instructor Ziad Zorkot). July 2018 |
| ○ Market Trade workshop at BAU. | Mar 2018 |
| ○ IC3 certification. | Jan 2018 |
| ○ English Access Micro-Scholarship Program by AmidEast. | May 2016 |

References

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| ○ Principal Executive Assistant at LAU: Ms. Faten Dabboussi, LAU number: +961 1 786456 extension 1441, faten.dabboussi@lau.edu.lb |
| ○ Head of Sales at MBA Center: Hitika Thakar, +91 81493 00569, hitika@mbacenterglobal.com |
| ○ Head of Moderation at Accelerate Online: Lara Chcaira, +961 71 783 345, lc@acceleratemeonline.com |

SKILLS

Microsoft office: Full Proficiency

Languages: Fluent in English and Arabic