

## PERSONAL INFORMATION

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Place & Date of Birth: Beirut, December 1, 1992

Nationality: Lebanese

Marital Status: Single

## EDUCATION

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October 2010 – August 2015 **School of Business, "Bachelor Degree in Sales and Marketing"**  
Lebanese International University, LIU, Beirut

September 2010 **Lebanese Baccalaureate, "Sociology & Economics"**  
Jamil Rawas High school, Beirut, Lebanon

## PROFESSIONAL EXPERIENCE

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June 2017 – Present **Telesales Specialist, *CABLEVISION s.a.l.***

- Conduct Market analysis in order to identify potential customer within the area.
- Update Potential Customer List and schedule Short phone interview to present the Product.
- Follow the Schedule & Contact identified customers to promote the product.
- Day to Day, follow up and update the Monthly Sales Target status.
- Take necessary corrective action for any deviation of the Target.

March 2016 – May 2017 **Customer Service Representative, *TLScontact s.a.l.***

- Support Customers Application for Schengen visa issuing.
- Daily follow up with the involved operations team to maintain smooth & effective process flow.
- Conduct Monthly Customers Satisfaction Survey in order to evaluate Customers Satisfaction and act accordingly for improvements.

May 2015 - February 2016 **Manager in Charge, *Dip n Dip s.a.l.***

- Lead overall operations of the branch in terms of management & Control.
- Manage employees concerns including schedule and leaves.
- Follow up to achieve the sales target and to ensure the continuous improvement of the business.
- Follow up with employees to sustain a clean and hygienic environment within the shop.

- Manage and lead outdoor events in holidays and national occasions when applicable.

March 2012 - April 30, 2015

**Branch Supervisor, Al-Rifai Roaster s.a.l. Beirut  
Airport-Duty free**

- Involve & Supervise in overall operations functions including receiving, roasting, packaging and Customer Service.
- Support implementation and execution of Quality Assurance and food safety management systems.
- Ensures compliance with standards and processes such as Hazard Analysis and Critical Control Points (HACCP) "ISO 22000".
- Creates and sustains a cohesive, positive, respectful and clean work environment.
- Develops high performing, self-directed, self-reliant teams capable of frequent, autonomous work.

2010 To 2011

**Waiter at Semsom s.a.l**

## **PROFESSIONAL TRAININGS**

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### **Al-Rifai Roaster s.a.l. – Internal Trainings**

- Conflict resolution & Guest recovery.
- Nonverbal Communication.
- Leadership and communication skills.
- Food Safety "ISO 22000"
- Introduction to Quality Management System "ISO 9001:2005"

## **LANGUAGES SKILLS**

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Language	Speaking	Reading	Writing
English	V. Good	V. Good	V. Good
French	V. Good	V. Good	V. Good
Arabic	Mother Tongue	Mother Tongue	Mother Tongue

## **COMPUTER SKILLS**

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Application
Microsoft Excel
Microsoft Work
PowerPoint
Omega P.O.S

Last Update : June 2017.