

DIANA EL HELOU

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Date of birth: 16/7/1993

- Profile** Outstanding communication and people-to-people interaction skills, with the ability to connect with all people at all levels with confidence. Self-motivated, fast learner, reliable and trustworthy. Able to work individually and in a team environment.
- Skills** Multilingual (English, French and Arabic) and proficient in using Microsoft Word, Excel, Power Point and Outlook.
- Education** **Lebanese University (Fanar– Lebanon), B.S. in Journalism and Radio TV, Sept 2011- June 2014.**
Collège Notre Dame Machmouche (Jezzine – Lebanon), Lebanese baccalaureate degree, Emphasis: Life Science, May 2011.
- Experience** **K. Abboud for construction S.A.R.L (Baabda, Lebanon), Executive Assistant, October 2016 – present.**
- Preparation of tenders and submission of quotations.
 - Establishing project guidelines.
 - Following up on company engineers, suppliers and sub-contractors.
 - Assessing, writing and translating contract clauses.
 - Ad hoc executive requests.
- MONEY S.A.L. (Sin el fil, Lebanon), Telemarketing, July 2015 – April 2016**
- Launched the telemarketing department at MONEY by developing and adjusting sales scripts to better target the needs and interests of specific individuals.
 - Reached new clientele by calling potential customers from databases and satisfied customers.
 - Achieved individual monthly target and team monthly target by following up on potential clients to close the sale.
- Entertainment To Mobile SAL. (E2M) (Mansourieh, Lebanon), Contact Center Agent, December 2014-July 2015.**
Telemarketing agent for Microsoft:
- Reached the IT department of Local firms to promote, explain and sell Microsoft products.
 - Adjusted sales scripts to meet needs of IT professionals.
- Customer Service agent for Arabia Insurance:*
- Assisted Arabia Insurance' customers in times of need and registered their complaints.
 - Answered customer's inquiries pertaining to Insurance policies.
- Joumhouria-Website (Beirut, Lebanon), News editor Intern, March 2015-April 2015**
- Researched, wrote and presented text in ways that appeal to the site's target audience
 - Uploaded material on to the website and made sure site content is kept up to date.
 - Dealt with email enquiries, editing and proofreading text produced by colleagues.
 - Ensured web pages are picked up by search engines through the use of key words.
- Maharat Foundation (Beirut, Lebanon), Media monitor intern, September 2013-November 2013**
- Scanned newspapers, television, radio and the Internet for news items for news stories and political talk shows.
 - Monitored how the item plays out in the press and try to either predict the outcome of the news trend, or steer the story in a positive direction.

Reference: Upon Request