

# Dana Makarem

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## AREAS OF EXPERTISE

- Leadership and Team Skills
- Customer Service
- Business Development
- Communication and Public Relations
- Entrepreneurship
- Performance Management

## OBJECTIVE

I am seeking a challenging and fulfilling full-time job opportunity, which would broaden my knowledge and hone my skills. An ambitious and hardworking multi-tasker, I am determined to add value to your team and ensure that tasks are completed with efficiency and persistence.

## EDUCATION

**American University of Sciences and Technology – Beirut, Lebanon**

**October 2007 – August 2010**

**Bachelor of Communication Arts**

*Courses include Marketing, Public Relations, Advertising, Human Resources, Journalism, Radio and Television.*

**Kornayel High School – Kornayel, Lebanon**

**October 2002 - June 2006**

**Life Science Baccalaureate**

## EXPERIENCE

**Kitchen Labo S.A.L – Monot Beirut**

**July 2017 – Present**

**Office Manager**

- Maintaining office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Screening and directing phone calls and distribute correspondence
- Organizing the office layout and order stationery and equipment
- Managing contract and price negotiations with office vendors, service providers and office lease
- Providing general support to visitors
- Planning and coordinating administrative procedures and systems and devising ways to streamline processes.
- Setting Schedule for meetings and appointments
- Ensuring that all items are invoiced and paid on time
- Providing Weekly – Monthly financial reports to the Headquarter Office
- Handling inventories, taking control in receiving goods and operating stocks

**Defence 21 Magazine – Aley Mount Lebanon**

**October 2014 – June 2017**

**Assistant General Manager**

- Assisting General Manager in managing daily company operations to ensure positive, safe and profitable working environment.
- Planning and preparing work schedules and coordinate daily assignments and activities of associates to meet the needs of the business. Delegate tasks and follow-up as necessary. Responsibilities include supporting the GM in all areas, including preparation of the schedule.
- Managing direct reporting to General Manager related to financial, business, and administration matters.
- Booking transport and accommodation
- Organizing company events or conferences
- Preparing letters, presentations and reports
- Archiving

**International Publishers – Achrafieh Beirut**  
**Telesales Representative**

***April 2012 – September 2014***

- Communicating with clients to inform them about new products or promotions that are relevant to their needs or preferences
- Managing sale leads through achieving and exceeding KPIs
- Managing time to tackle various tasks
- Supervising sales executives, and giving them daily instructions and tasks

**Byblos Bank (Teleperformance agent) – Achrafieh Beirut**  
**Customer Service Representative**

***October 2010 – March 2012***

- Managing incoming calls and customer service inquiries
- Answering questions about account types and banking products, such as money market accounts, loans and credit cards
- Fulfilling requests by clarifying desired information; completing transactions; forwarding requests.
- Selling additional services by recognizing opportunities to up-sell accounts; explaining new features

**American University of Sciences and Technology Studios – Achrafieh Beirut**  
**Assistant Manager**

***August 2009 – August 2010***

- Monitoring equipment maintenance and the cleaning schedule
- Archiving previous recordings, answering phone calls
- Editing sounds and videos and making sure recording equipment is in full working order
- Maintaining positive and healthy connection and communications with students; respond to and report back to manager on any student needs and concerns
- Assisting students in their projects

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**Personal Attributes**

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| ▪ <b>Languages</b>       | Fluent in English and Arabic; Intermediate in French |
| ▪ <b>Computer Skills</b> | Microsoft Word, Excel, Access & PowerPoint           |
| ▪ <b>Hobbies</b>         | Travelling , Public Speaking, Swimming, Music        |

*References available upon request*