

# ELIANA E. NAJJAR

---

📍 Jdaydeh, Matn, Lebanon

📞 +961 76 448 521

✉ eliananajjar@yahoo.com

## PROFESSIONAL SUMMARY

Motivated and adaptable professional with excellent communication skills and strong attention to detail. Experienced in customer service, data entry, and technical support. Quick learner with a solid IT foundation, eager to contribute in technology, administration, or customer service environments.

## PROFESSIONAL EXPERIENCE

### IT Helpdesk / Call Center Agent / Data Entry

Dictalive – Jounieh, Lebanon

Sep 2023 – Present

- - Manage inquiries for 3 French hospitals daily, ensuring high-quality service.
- - Provide online solutions via advanced communication tools.
- - Strengthen customer satisfaction and loyalty through empathetic communication.
- - Use electronic scheduling software (Doctolib) to book, modify, or cancel consultations.
- - Coordinate appointment times with medical staff availability.
- - Provide contact details or transfer calls to appropriate departments.
- - Direct urgent or high-priority cases to nurses, doctors, or emergency services.
- - Record accurate patient information (ID, health insurance, mutuelle details).
- - Update medical records in the system as required.
- - Process basic documentation requests (attestations, certificates, test results).
- - Handle complaints calmly and escalate them to the medical office manager when necessary.
- - Explain delays, scheduling issues, or insurance complications clearly to patients.
- - Ensure a positive patient experience even in high-stress situations.
- - Verify patient identity when discussing sensitive topics (using name, birthdate, or Carte Vitale number).
- - Follow all internal procedures for data access, privacy, and secure information sharing.
- - Answer inbound calls regarding appointments, prescriptions, or test results.
- - Make outbound calls to confirm appointments or follow up on care instructions.

### **Junior Accountant & Shipper**

Pet Mart – Dekwaneh, Lebanon  
June 2023 – Sep 2023

- - Compiled, verified, and sorted data to ensure accuracy.
- - Produced reports and maintained database integrity.
- - Organized confidential digital records efficiently.
- - Worked with ERP systems and had solid command of Excel and Word.
- - Issued invoices and managed billing operations.
- - Posted and processed journal entries to ensure accurate financial records.
- - Followed up with clients and suppliers regarding outstanding accounts.
- - Prepared shipping documents and coordinated with airlines for pet transportation.

### **Data Entry Officer**

Saliba Consultancy – Jdeideh, Lebanon  
Jan 2023 – May 2023

- - Entered customer/account data and verified accuracy.
- - Prepared visa applications (France, USA, Canada).
- - Booked appointments via TLS and US Travel Docs.
- - Scanned and organized documents, retrieved missing information.

### **Cashier & Supervisor**

Wooden Bakery – Jdeideh, Lebanon  
Sep 2021 – Dec 2022

- - Managed transactions and trained new employees.
- - Promoted to Supervisor and led team onboarding.
- - Handled customer complaints and ensured smooth checkout operations.
- - Issued receipts, refunds, and exchanges.
- Training and development of new employees and staff.
- - Receiving payments and issuing receipts.
- - Interacting with countless customers.

### **EDUCATION**

MBA – Management & Administration (In Progress)  
Saint Joseph University (USJ), Beirut, Lebanon

Bachelor's Degree in Programming  
ISSAE Cnam University, Tripoli, Lebanon (2018 – 2022)

Lebanese Baccalaureate – General Sciences (SG)  
Official High School of Deddeh El-Koura (Graduated 2017)

### **CERTIFICATIONS & TRAINING**

- CompTIA A+ – Core Hardware, OS & IT Support
- Typing Certification – Typing.com
- BiDirection – WordPress, JavaScript, jQuery (2019–2020)
- Training in accounting tools – QuickBooks & SAP (Basics)

### **COMPLETED COURSES**

- Google/Coursera: Introduction to IT Support
- HTML & CSS Foundations
- Java Programming – Levels 1 & 2
- SQL & Database Fundamentals
- PHP for Beginners
- JavaScript & jQuery
- WordPress Setup & Management

### **TECHNICAL SKILLS**

- MS Office (Word, Excel, PowerPoint)
- Data Entry & Reporting
- WordPress, HTML, CSS, Java, SQL, PHP
- Typing Speed & Accuracy
- Task & Time Management

### **SOFT SKILLS**

- Effective Communication
- Customer Service Excellence

- Teamwork & Problem Solving
- Detail-Oriented & Organized
- Adaptability & Fast Learning

## **LANGUAGES**

- Arabic: Native
- English: Good
- French: Good

## **INTERESTS**

- Camping
- Swimming
- Horseback Riding
- Biking

## **REFERENCES**

Hassan Yakan

Regional Manager – BiDirection, Tripoli, Lebanon

☎ 06/426164