

Grace Issa

OPERATIONS MANAGER

As AKIRA's Operations Manager, I oversee day-to-day store activities. With an MBA in Digital Marketing Management, I apply cutting-edge tools to optimize online business performance. With over four years in customer support and client operations, I excel in communication, presentation, and problem-solving. My passion lies in creating positive customer experiences and enhancing operational processes. I am eager to learn and explore opportunities in digital marketing and eCommerce.

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WORK EXPERIENCE

Operations Manager AKIRA

03/2023 - Present

St. Louis, MO

Achievements/Tasks

- Achieving & surpassing the store's daily, weekly, & monthly sales goals
- Hiring, Training, and developing new employees & managers
- Supervising and guiding staff towards maximum performance
- Managing schedules and inventory stocks based on store budget

Client Operation Specialist Six Point Financial Group

06/2022 - 01/2023

St. Louis, MO

Achievements/Tasks

- Ensure Clients Accounts are operating based on compliance requirements
- Responsible for handling financial inquiries and concerns (money movement, transfer funds, overall paperwork)
- Assisting in financial tasks (monthly service invoice)

Customer Support Specialist Unlimited Prepay Distribution

06/2021 - 02/2023

St. Louis, MO

Achievements/Tasks

- Managed customers accounts , Resolved complains and concerns
- Responsible for account set up and onboarding
- Helped in account transition between carriers

Sales Associate Nordstrom

02/2020 - 06/2021

St. Louis, MO

Achievements/Tasks

- Work closely and assist clients with their needs and exceed their expectations
- Meet weekly and monthly sales goals
- Assist in keeping the department organized

EDUCATION

MBA - Emphasis in Digital Marketing Webster University

10/2020 - 05/2022

B.A - Business Administration University of Balamand

10/2015 - 06/2019

SKILLS

Customer Service

Staff Management

Communication

Compliance

Teamwork

Organizational Skills

Leadership

Analysis

Problem Solving

Attention to Detail

Time Management

ACHIEVEMENTS

AMimic Pro - Digital Marketing Certificate

Hupspot Certificate

Google Analytics Certification

LANGUAGES

English

Native or Bilingual Proficiency

Arabic

Native or Bilingual Proficiency

French

Elementary Proficiency