

CONTACT

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Beirut, Lebanon

Available for remote opportunities worldwide

ABOUT ME

People-oriented professional with international experience in customer service and administration. I enjoy turning challenges into solutions, thrive in fast-paced environments, and bring a mix of adaptability, cultural awareness, and fluency in Arabic, English, and French.

LANGUAGES

- Arabic (Native)
- English (Fluent)
- French (Fluent with a Delf B2)
- Spanish (Currently taking courses)

SKILLS

- Customer Service Excellence
- Cross-Cultural Communication
- Data Entry, Documentation and Process Optimization
- CRM Systems (policy management, client tracking)
- Social Media Management and Content Creation (Adobe Illustrator, InDesign, Canva)
- Microsoft Office Suite (Outlook, Teams, Excel, Word, PowerPoint)
- Adaptability and Efficiency in Fast-Paced Environments

INTERESTS

- Travel & Cultural Exploration
- Writing
- Digital Creativity

ANELIE ISHAK

Assistant Manager

EDUCATION

La Sagesse University Bachelor Degree in Business Management and Economics
2018 - 2022 Dean's List 2021-2022

WORK EXPERIENCE

Serenity Brokerage Firm Assistant Manager
Beirut, Lebanon

March 2025 - now

- Processed 100+ client records and policy updates, maintaining 100% accuracy in the system
- Coordinated with brokers to resolve issues and boost client satisfaction.
- Created 5+ marketing flyers per month and managed Instagram account, increasing engagement by 80%

Chez le libanais Cashier/ Waitress
Paris, France

February 2024- May 2024

- Delivered high-quality service to international clients.
- Handled cash transactions and customer inquiries accurately.

Rimal Waitress
Paris, France

November 2023- January 2024

- Supported smooth restaurant operations and enhanced customer experience.

Carl's Jr Polyvalent Crew Member
Marseille, France

March 2023- August 2023

- Rotated across service, cashiering, and kitchen roles in a fast-paced environment.

CMA CGM Booking Agent
Beirut, Lebanon

April 2022 - August 2022

- Processed 50+ international shipping bookings weekly from Turkey, tracked shipments, and resolved client inquiries to ensure timely delivery
- Coordinated with clients and internal teams to minimize errors and streamline operations