

# SANDRA DAYE

📍 Sabtieh, Mount-Lebanon | 📞 +961 70 712 040 | ✉️ sandra.dayeh@gmail.com  
🎂 Born: 23 September 1992, Beirut | 🇱🇧 Lebanese

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## ✳️ Personal Summary

Energetic and empathetic Customer Service Professional with over six years of experience delivering exceptional client support across diverse industries. Known for strong communication skills, and a proactive approach to problem-solving. Passionate about creating positive customer experiences and building lasting relationships. Seeking to contribute to a dynamic organization where I can grow professionally while driving customer satisfaction and operational excellence.

## 📁 Professional Experience

### **Bassoul-Heneine SAL – Customer Service Representative / Assistant Service Advisor**

#### **Jan 2019 – Present | Sed El Baouchrieh, Lebanon**

- Greeting and assisting customers with professionalism and empathy
- Managing phone calls, emails, appointments, and customer databases
- Handling complaints and providing effective resolutions
- Conducting follow-ups and gathered feedback on aftersales services
- Troubleshoot technical issues and answering product/service inquiries
- Collaborating with sales and marketing teams to align cross-selling efforts with promotional campaigns and seasonal offers.

### **Le Comptoir Agricole Du Levant – Assistant Marketing Manager & Administrative Assistant**

#### **Jun – Oct 2016 | Jdeideh, Lebanon**

- Delivered presentations and supported market research initiatives
- Promoted brand efficiency and accuracy in customer engagement
- Managed clerical tasks and customer communications

### **Mike Sport – Back Office Unit Officer**

#### **Jan – Apr 2016 | Zalka, Lebanon**

- Organized data and maintained internal databases
- Prepared reports and supported operational efficiency

### **IPSOS – Media Monitoring Operator**

**Sep 2014 – Jan 2016 | Sin El Fil, Lebanon**

- Conducted detailed media analysis and reporting
- Ensured accuracy and attention to detail in data handling

### **ADMIC-BHV – Cashier / Customer Service Representative / Supervisor**

**Aug 2011 – Feb 2013 | Citymall, Dora, Lebanon**

- Managed cash registers and processed transactions
- Resolved customer complaints and conducted follow-ups
- Supervised team performance and maintained transaction records

### **Education & Certifications**

- **2025-** Digital Marketing Certification, FORMATECH Lebanon
- **2022** – NLP Master Practitioner Certification, INLPTA (USA)
- **2014–2018** – BA in Marketing, American University of Culture & Education
- **2012** – “Seal the Deal” Transaction Operation Certification, ADMIC-BHV
- **2011–2013** – Political Sciences & Administration, Lebanese University
- **2011** – Lebanese Baccalaureate in Socio-Economics, St. Elie Btina High School

### **Skills**

- Customer service, communication, emotional intelligence, conflict resolution multitasking, data management, phone etiquette...
- Software: Microsoft Word, Excel, PowerPoint, Dynamics NAV
- Social media platforms, campaign support, market research

### **Languages**

- Arabic: Fluent in written, spoken, and reading
- English: Fluent in written, spoken, and reading
- French: Good in written, spoken, and reading

### **Hobbies**

Singing, cooking, reading, writing, camping, working out, outdoor adventures, and exploring new experiences.