**Name:** Joelle Pierre Kassis
**Date of Birth:** December 17, 1990

**Citizenship:** Lebanese

**Marital Status**: Single

**Gender:** Female

**Address:** Beirut, Lebanon

**Cell Phone:** +961-70-218-811

**E-mail adress:** joellekassis@hotmail.com

**Summary:**

I am a well-rounded professional with over 5 years of experience, motivated and energetic, seeking to develop a career in a highly renowned institution/company.

I am a highly devoted and hard-working candidate. I have also a positive, friendly and helpful attitude, enjoy working with people and have the ability to persevere and work effectively under pressure.

**Career objectives**:

Employ my knowledge and experience with the intention of securing a professional career with opportunity for challenges and career advancement while gaining knowledge of new skills and expertise.

**Education:**

* BA Degree–Business Management

AUST (American University of Science and Technology)
 **Completion Date**: January 2015

* Lebanese Official Bac2 – sociology and Economics
ST. Paul – Dekwaneh

**Completion Date: January 2009**

**Experience**

* **Technopap SARL**

March 2015 till present

**Location:** Achrafieh-Sioufi

**Job role:** Administrative Assistant/Sales Coordinator

**Company industry:** Retail/Wholesale

**Job Description**: Initiates contact with potential customers, following up and maintaining a positive relationship; Provides general administrative and clerical support including mailing, scanning, faxing and copying to management; Prepares invoices and handles receipts; Processes client orders and requests. Assists in data-entry operations; Prepares return, credit notes, statement of account…

* **Dr. Georges Gebran clinic
Dental Implants, Periodontics and oral surgery
Chairman, ITI Middle East section**

September 8-2014 March 2015

**Location:** Sodeco Square

**Job role:** Administrative Assistant

**Company industry:** Healthcare

**Job Description**: sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail; write business letters, reports or office memoranda using word processing programmes; answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquiries; operate a range of office machines such as photocopiers, computers and faxes; file papers and documents; undertake other duties such as banking, credit control or payroll functions

* **Le Regal SARL**

June 2009- May 2014

**Location:** Beirut, Lebanon, Hazmieh-Mar Takla

**Company Industry**: Food and Beverages

**Job Role**: Cashier/Sales

**Job Description**: Opens customer accounts by recording account information. Maintain customer records by updating account information. Resolves product or service problems by clarifying the customers complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustments; following up to ensure resolution; maintains financial accounts by processing customer adjustments

* **ECA**

January 2006 – December 2007

**Location**: Beirut

**Company Industry**: Sales

**Job Role/Position**: Sales/ Sales Executive

**Job Description**: Experience of territorial marketing, account management and client relations and retention; Writing detailed sales forecast report for senior company managers; Gathering industry data and analyzing spend patterns to highlight the potential for future growth; Communicating new products to potential clients

**Skills**

|  |  |
| --- | --- |
| Skills | Level |

Organizing/planning Expert

Microsoft Office Expert

Communication Skills Expert

Listening Skills Expert

Negotiation Intermediate

Problem Solving Expert

Accounting Intermediate

**Other Information**

**Hobbies**: I love the mountains– reading, and music.

**Languages:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Comprehension** | **Written** | **Oral** |
| **English** | Excellent | Excellent | Good |
| **French** | Excellent | Excellent | Good |
| **Arabic** | Excellent | Excellent | Excellent |

**References:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Job Title | Company | Phone Number | Email Address |
| Dr. Fadi Hachem | CO founder/ General Manager | Act Leaders | +96170 083483 | fadi.hachem@cranfield.ac.uk |
| Dr. walid akar | Instructor  | AUST and Sagesse university | +96103 443033 |  |
| Dr. Hassana Tabach | Instructor and HR Specialist | LAU and AUST university | +96103 681419 | htabch@gmail.com |