Mobile: +961 (70) 85 25 76

Email: mary.daoud@live.com Marie-Angelile Building, 1st floor, Armenian street, Dora, Beirut, Lebanon

**Mary Georges Daoud**

 **Objective:** An entry level position job in Management and customer service where I can contribute positively given my education in this field. Appreciate teamwork and capable to work under pressure and tight deadlines.

**Personal Information**

Nationality: Lebanese, Date of Birth: 27/10/1989, Marital Status: Single

**Professional Experience**

**January 2015 till present** Article Bronze Antique-Dora-Lebanon

 **Owner**

* Coordinate with dealers about their request for chandeliers, statues, wedding decorations,
* Dealing with customers for decorating their places in different regions
* Working under pressure in order to finish before deadline

**December 2012 till October 2014** ABC Ashrafieh- Lebanon

**Senior Customer Service Representative**

 Supervise the customer service team (15 agents) such as preparing and monitoring the schedule, attendance and performance.

* Handling all the events organized in our branch and managing the hostesses responsibilities

 verifies the work of assigned employees for accuracy, paper work methods, techniques, and compliance with applicable standards and specifications.

 Delegating responsibilities to the team respecting timely manner

 Cover and assist the customer service representatives in their duties when needed

 Trainings assigned to employees including appropriate methods, procedures and techniques

 Manage weekly/monthly reports

* Assists in the recruitment process of the department’s staff

 Follow up with customers to afford a professional customer service before and after action

 Assist customers in opening monitoring and closing their wedding accounts

 Building relationships with key and loyal customers

* Attending a weekly meeting with operations division
* Dealing and communicating with other departments (marketing, accounting/finance)
* Making quizzes each 3 months to assure the staff knowledge
* Building Action plan and Standard customer service manual

**November 2009 till December 2012** ABC Ashrafieh- Lebanon

**Customer Service Representative**

 Receive customers complaints and assure to solve them

 Handle Privilege/credit card application in affiliate with Bank Audi

 Tax Refund for tourists

 Wedding / Birth list process

 Official receipts process

 Prepare a memorandum for any occurred changes

 Supervise, monitor and oversee seasonal hostesses performance

 Communicate and coordinate with marketing department

 CRM customer’s data entry

**September 2008 till November 2009** ABC- Ashrafieh- Lebanon

**Cashier**

 Communicate policies and procedures on weekly basis

 Assist the supervisor for managing cash difference and monthly incentives

 Ensure an outstanding customer service

 Communicate with banks and companies related to credit cards like Amex, CCM, Audi, etc…

 Handle customer’s bank issue

 Develop and review operating procedures to increase efficiency

 Coordinate activities of cashiers engaged in receiving money, keeping record of transactions

 Trained new employees on their tasks

**Trainings**

 Body language, First Impression by ABC Training Specialist

 Team

 CCM, counterfeit money and credit cards by Mr. Alexi Saghbini

Executive Manager for Visa

 grooming and Hygiene by ABC training Team

 Conflict management, support change by ABC Training

Specialist Team

 Communication skills, attitude and approach by ABC Training

Specialist Team

 Integration champion, how to handle new comers

 Shoplifting, Selling techniques by ABC Training Specialist Team

 Performance management by ABC Training Specialist Team

**Certificates**

 Certificate for being selected as Top Performer appreciating the high level of proficiency in handling the assigned tasks.

 Certificate for Appreciation and hard work

 Global Refund calculation/ tax Refund by Cybelle Khalil-General

Manager

 Customer service from the Heart by Starmanship

 Employee of the month in marketing and selling for promoting

ABC’s gift card

* Certificate from HR department for building customer service manual

**Education**

 **B.A in Business Management**

 American University of Science and Technology, Lebanon, An affiliate to the

State University of New York and Concordia University, Quebec, Canada. Graduated on February 2013

* **Notre Dame de la Providence school**

3rd year secondary socio-economic and humanities

Date of Graduation: June 2008

**Skills**

 **Computer**

MS Office (Word, Excel, PowerPoint, outlook and Access)

 **Accounting**

Win DSS, Dolphin

**Languages** Fluent in English, French and Arabic

**Interests** Interested in reading, surfing the web, playing guitar.

**References** Available Upon Request.