**FARAH Joelle**

**Achrafieh, Mob:** 76.597894**, e-mail: joelle.farah@live.com**

**Born Nov 18th, 1992. Lebanese Nationality. Single**

**PROFESSIONAL EXPERIENCE**

April 2015–Octobre2015

# Natgaz , Administrative Assistant

# -Filing and organizing paper work.

# -Following up with customers regarding their service issues.

# -Daily office work like answering customer's inquiries by phone and email.

# -Performing customer service 'tasks and attend to clients’ complaints regarding deliveries.

# -Sorting and preparing documents for imaging.

September 2013 – March2015

**ABC S.A.L. ,** Seasonal sales

- Selling displayed Christmas decoration items.

- Associate customers in arranging their Christmas tree decoration.

- A continuous replenishment to replace sold items.

- Demonstrate items in their appropriate places in stocks.

May 2012 – November 2012

**ST. MARC LABORATORIES,** Receptionist

- Answering phone calls.

- Arranging appointments for Patients.

- Assisting patients in admission for medical tests.

- Organizing and providing patients with their tests results.

January 2012 – May 2012

**LIBAN POST**, Customer service officer

- Assisting customers in filling up official forms.

- Finalizing official forms.

- Renewing passports for Lebanese and foreigners.

- Settling bills for governmental and private companies.

**EDUCATION**

**-**2015 Technical License in Administration- I.P.N.E.T- Dekwaneh

- 2014 Superior technical studies in Administration – E.T.S.T.C – Dekwaneh

- 2012 Technical Baccalaureate in Secretariat – E.T.S.T.C – Dekwaneh

- 2009 Brevet – L’immaculée conception des filles de la Charité – Ashrafieh

**LANGUAGES**

Arabic, French and English. (Good in Writing and speaking)

**COMPUTER SKILLS**

Perfect Knowledge in:

- MS office (Word, Excel, Outlook, Power point,..)