

Rachel Dagher

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Byblos, Lebanon
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Experience

Customer Product Support

May 2014 – Nov. 2016

Thomson Reuters

- Handled technical and content customer inquiries that were received through multiple channels, including phone, emails, and live chat
- Commended personally and was part of a team that reached a 96% satisfaction score for the first half of 2016
- Recognized as the H1 top performer in the customer support team for the year 2015
- Assisted in the migration of clients from Zawya.com to the Thomson Reuters Eikon platform
- Conducted trainings for clients and international account managers to improve their knowledge of the platforms
- Trained new team members on handling client inquiries, and developing phone skills and clerical duties, including database entry and keeping updated customer records

Phone Operator

Jul. 2011 – Mar. 2013

Crepaway Holding sal

- Achieved a 100% score on the monthly GWR report for all 2012, hence receiving an Appreciation Letter from HR Department
- Handled training and development of new team members

Sales Assistant

Nov. 2009 – Mar. 2011

Pyjama Stores (Sleepwear & Lingerie Store)

- Advised and served clients according to their needs, while providing high customer service standards
- Displayed merchandise; handled transactions

Education

Bachelor Degree in Advertising and Public Relations

Sept. 2009 – Oct. 2013

Lebanese University - Faculty of Information and Documentation 2
Final Project: Political Media Campaign for an MP

Baccalaureate Degree in Sociology and Economy

Jun. 2009

Lycée Publique Jbeil

Brand & Product Management Certificate

March 2017

IE Business School via Coursera

Thomson Reuters for Eikon – Version 4 Certification

Sept. 2015

Professional Trainings

- Customer Service Fundamentals
- Building and Leading Teams
- Customer Service Confrontations and Conflict

Skills

- Salesforce
- Adobe Photoshop
- Adobe InDesign
- MS Office Suite
- Zendesk
- Adobe Illustrator
- Wordpress
- Fluent English and French

Volunteering

Lebanon Chapter Leader and Founder I AM THAT GIRL - California, USA

Sept. 2014 - Dec. 2015

- An organization addressing the emotional, mental and physical well-being of girls by providing them with a safe space.