

Inas Ismail Abi Haidar  
Byblos, Al Hara  
Telephone: 03031664 / e-mail: inas.111@hotmail.com

## Employment History

---

### ***DSL coordinator- Cyberia /IDM*** *(2017- to present)*

#### Achievements and responsibilities:

- Request feasibility for DSL lines;
- Update data base about results
- Prepare payment files
- Coordinate with Ogero about internet process
- Follow up the cancelations and change speed

### ***Broadband Sales coordinator- Cyberia Transmog Inc.*** *(July 2013 – 2017)*

#### Achievements and responsibilities:

- Enter Customer details and other sales data into computer;
- Maintain and update Database accurately;
- Create, scan and print fax cover sheets, memos, correspondence and other documents as needed;
- Schedule delivery and pick up of documents / equipment, and follow up with needed parties,
- Process daily business reports
- Performs other clerical tasks as needed,
- Provided training, support and call coaching for new starters, as well as the team members;
- Coordinate sales team by managing schedules, filing important documents and communicating relevant information
- Respond to complaints from customers and give after-sales support when requested;
- Store and sort financial and non-financial data in electronic form and present reports;
- Monitor the team's progress, identify shortcomings and propose improvements;
- Assist in the preparation and organizing of promotional material or events
- Ensure adherence to laws and policies.

### ***Administrator Chadi Ramal Notary Office*** *(January 2012-January 2013)*

#### Achievements and responsibilities:

- Using a range of office software, including email, spreadsheets and databases;

- Managing filing systems;
- Developing and implementing new administrative systems, such as record management.

### ***Intellectual Property Assistant, Saba & Co. IP***

*(August 2011– December 2011)*

Achievements and responsibilities:

- Handles all jobs related to the registration, renewals, recorders (assignments, mergers, change of name and address), oppositions, cancellation actions, etc. of IP matters
  - Communicates and coordinates with agents on all operational procedures
  - Provides clients with regular status reports related to the registration, renewal, etc. of the trademark, patent or design application
  - Conducts research when necessary and provides advice on all IP matters, e.g. registration, objections, retention, etc.
  - Maintains vast knowledge of important clients' businesses, competition, and latest industry news and trends

Customer care representative, Libanpost Head quarter

*(July 2010– July 2011)*

Achievements and responsibilities:

- Resolve customer complaints via phone, email, mail, or social media.
- Answer questions about warranties or terms of sale.
- Identify and assess customers' needs to achieve satisfaction
- handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- 
- Significantly improved negotiation skills, regularly converting customers from point of enquiry to sale

### Education

---

Beirut Arab University  
*(2006–2010)*

Bachelor's degree of law

Collège Universel  
*2005*

socio-économie

### Skills

---

*CRM*

*Microsoft office (excel, word, access)*

*Internet*

*Computer skills*

Languages

Arabic French English

References

Marwan Abi Haidar 03849697