**Curriculum Vitae **

**Maya Yaacoub Daher**

DOB : 18/3/1982

Nationality : Lebanese ; Other Nationality : Australian

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***Experience***

APR/2012 – FEB/2018 , **Touch ,** Beirut Lebanon

***Contact Center Representative***

***-*** Enhance the network capacity of the leading telecommunications mobile operator touch while

consistently providing customers with cutting-edge products and services.

- Support and provide superior service via phones, e-mails and faxes as a receiver and caller.

- Use questioning and listening skills that support effective telephone communication.

- Understand the impact of attitude in handling calls professionally

- Use the most appropriate way to communicate with different behavior types on the telephone.

- Apply the elements of building positive rapport with different types of customers over the phone.

- Apply the proper telephone etiquette to satisfy various customer situations.

- Apply appropriate actions to effectively control a telephone call.

- Meets commitments to customers

JAN/2011 – APR/2012 , I worked as a sales executive in a gallery (in the family business)

DEC/2008 - DEC/2010, **Emirates Airline** ,Garhoud Dubai

***Service Assistant Agent (Floor Flight Attendant)***

* Worked as a team member to accomplish passengers check in at departure as for

maintaining the best interest of the customer.

* Assisting passengers in checking in baggage and locating lost luggage
* Assisting passengers with the self check in kiosks
* Handling passengers assistance especially people with special needs and requirements
* Handling seat assignments and boarding passes at the check in and transfer desk area
* Assisting in announcements and delays or overbooking of flights
* Handling security and documents checks
* Managing system boarding and arrival of passengers
* Checking flight ticket at entrance gate when boarding and helping passengers to onboard the aircraft

OCT/2003 - DEC/2008, **Amioun Technical School** ,Amioun North Lebanon

***Teacher***

* Educating students in Financial math and commercial affairs (BT students)
* Prepare weekly lesson plans on time
* Design appropriate teaching plans and schedules
* Design students assessment systems and methodologies
* Set culture standards for learning
* Faciliate classroom procedures and inculcate discipline in students
* Monitor students progress in the subjects and overall academic development
* Interact with students, parents and faculty

***Training***

JUN/2005 - AUG/2005, **Amioun Municipality** , Amioun North Lebanon

***Administrative Assistant***

* Observing & collecting information concerning the present situation of the municipality ,

it’s community function , and it’s local activity development

* Providing improved controls for internal operations

AUG/2004 - SEP/2004, **Beirut & Lebanese Credit Bank** , Amioun North Lebanon

***Teller, Accountant***

* Handling processed transactions that includes cashing checks , making deposits , loans payments ,

and withdrawals

* Classifying and recording the financial transactions

JUL/2003 - AUG/2003, **Koura Hospital** , Aaba North Lebanon

***Accountant***

* Handling & processing documents dealing with patient costs
* Preparing accounts for the consumption of medical materials

***Education***

SEP/2004 - SEP/2005, “Université Libano-Française” in cooperation with” Université de Montpellier 2”, France

**Master II in Territorial Administration & Local Development**

SEP/2001 - SEP/ 2004, “Université Libano-Française”,Deddeh North Lebanon

**Bachelor in Business Administration**

*Granted a scholarship for first top final grades from CUT*

OCT/1999 - SEP/2001, Freddy Atallah Institute , kfaraaka North Lebanon

**BT in Information System**

SEP/1998 - SEP/1999, “Lycée Saint- Pierre”, Amioun North Lebanon

**Second Secondary / Scientific Branch**

***Skills and qualifications***

Good in spoken, written, and read English & French; Arabic (Native)

Good command of MS Word, MS Excel, MS Access

***References:*** Available upon request