

71-880404

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Beirut, Lebanon

**Malak Hassan**

**OBJECTIVE:**

A resourceful, hard-working and dedicated individual with outstanding adminstrative and customer relation skills. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of work activities. Well organised and an excellent team player with a proven ability to work proactively in a complex and busy office environment.

**CAREER SUMMARY:**

* 9 years of Experience in the field of Customer Service roles and Office Management.
* Exceptional integrity and dependability – have handled extremely confidential information with utmost discretion.
* Able to establish rapport with a variety of clientele and maintain a calm, professional problem solving manner.
* Highly motivated, reliable, confident, and committed to professional standards.
* Ability to apply business ethics and human relation skills.
* Capable of acting efficiently and punctually in meeting targets.
* Ability to cope up with multiple projects and deadlines.

**EDUCATION:**

***2008 – 2011:*** English Literature – Lebanese University

**EXPERIENCE:**

***July 2009 – June 2013:*** KPMG, Lebanon

***Position:*** Executive Assistant

***August 2013 – to present:*** Majid Al Futtaim-Waterfront City Project, Lebanon

***Position:*** Office Manager / Customer Relation Coordinator

**DUTIES & RESPONSIBILITIS:**

* Office budgeting and controlling.
* Handling all the accounting operations at the sales center.
* Issue Purchase Orders and follow up on payments and delivery of items.
* Responsible for the effective management of petty cash.
* Issue agency agreements for outsourced brokers and calculate their commission payments.
* Handled proper direction of business relations and distribution of company literature by communicating with external contacts.
* Manage particulars of off-site functions including participants, securing of location, availability, travel arrangements, menu choices and material preparation such as charts, correspondence, and slide preparations.
* Keep sensitive material in confidence when requested.
* Provide organizational support to the department (filing of records, getting quotations from different vendors, manage the payment procedure, create and manage filing of all customers documents, manage booking of office vehicles, manage booking of meeting rooms…)
* Track staff Leaves & holidays, time sheets, Phone recharge, Pay slips.
* Review, proofread, and edit documents prepared for the executive's signature.
* Prepare contracts, agreement, annexure etc.
* Maintain and update filing, inventory, mailing, and database systems, either manually or by using a computer.
* Maintain and updated database of all customers with relevant and key contacts.
* Data entry for customers.
* Assure proper investigation, resolution and escalation of suppliers’ queries.

**CUSTOMER RELATION KEY TASKS:**

* Prepare reservations, Sales Purchase Agreements and issue receipts from the system.
* Support the CRM team in following up on payment collections.
* Handle customers’ calls, including scheduling, planning, communications, and post meeting review notes and dissemination of notes and provides follow-up where and as requested.
* Provide customers with detailed payment breakdown and expected due dates (upcoming payments, due for current milestone, due for current year, remaining balance, paid to date, and amounts due for the MOF…).
* Prepare and dispatch letters to clients (Milestone letters/ Pre reminder/ Final reminder/ Cancellation Notices).
* Efficiently handle clients’ complaints, problems and enquiries (both on the phone and in person). Ensure that all customer complaints/ queries are being controlled with the utmost courtesy and professionalism and as per established Customer Service guidelines and procedures.
* Professional and reliable presence during sales events to support sales experience (pre-launches, VIP events, agents’ events…).
* Assisting clients with Legal documentation, act as intermediate between client and legal department.
* Communicate with clients to ensure clients’ related items/tasks are fulfilled in a timely manner.
* Support the facility management department to ensure smooth transition of ownership from Developer to final Owners.

**TRAININGS:**

* 2011 – KPMG : Internal Customer Service
* 2012 – Smart Man : Professional Administrative Workshop
* 2012 – Smart Man : Customer Service Workshop
* 2013 – Harvard ManageMentor: Ethics at work
* 2013 – Harvard ManageMentor : Customer Focus
* 2015 – Tamayyaz –Dealing with difficult customers
* 2015 – Tamayyaz – Business writing
* 2016 – Formatech – Advanced Excel
* 2016 – Formatech – Mastering Face to Face Communication
* 2017 - Formatech – Business Etiquette and Professionalism
* 2017 – LAU - Professional Communication Skills
* 2018 – Certified Chief Sustainability Officer (CSO) Professional

**LANGUAGES:**

Fluent in English, Arabic & fair in French

**COMPUTER SKILLS**:

Experienced in Office, Photoshop, Oracle, EPMS, Sales Cloud

**INTERESTS:**

Traveling and Shopping