**Curriculum Vitae **

**Maya Yaacoub Daher**

DOB : 18/3/1982

Nationality : Lebanese ; Other Nationality : Australian

Email : mayadaher\_22@hotmail.com

Address : Amioun El koura, North Lebanon

Tel : + 961 76 79 51 44

***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.

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 ULF*

 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.