

## FATIMA ALI RAMADAN



To obtain a challenging position within a distinguishing sector where I can utilize my soft skills and solid educational background in management and business administration. Hard worker person who is able to learn quickly, demonstrates flexibility, persistence and adaptability, and can work well both independently and within a team.

### BIRTH DATE

27 November 1993

### CONTACT

PHONE:

+961 76 890185

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### LANGUAGES

Arabic "Fluent"

French "Fluent"

English "Very good"

## EDUCATION

### MUBS University {December 2016 – September 2018}

(in partnership with Picardie University in France) Beirut, Lebanon "Master in Business Administration"

### University saint Joseph {September 2011-June 2014}

Bachelor in management and business administration. Saida, Lebanon

### College Universelle {October 1996-June 2011}

Lebanese Baccalaureate in life Science. Chehim, Lebanon

## WORK EXPERIENCE

### Banque du Liban et d'outre mer "Blom Head-office" internship

2012–2015 Verdun Lebanon

November 2014-September 2015

Planning and organization department:

- ✚ Carrying Feasibility Studies and Market Research for opening new branches abroad including:  
Assistance in project initiation, planning and implementation, requirements gathering, research, statistics, simulation & Testing.
- ✚ Updating and Monitoring databases and spreadsheets,
- ✚ Archiving documents using electronic filing systems and office software.
- ✚ Induction and overview about Teller and Customer Service Operations work and responsibilities / Execution of assigned virtual tasks and scenarios.

August 2012–September 2012

- ✚ Assistance in Teller operations,
- ✚ Assistance in Customer Service operations.

### American Language center

September 2017-December 2017

- ✚ Certificate in General English (Upper Intermediate)

### Red cross Lebanon

- ✚ Assist with general hospital volunteer needs
- ✚ Providing excellent customer service to ensure a good patient/visitor experience
- ✚ Assist at the red cross information desk providing directions and escort to patients and staff around clinical center
- ✚ Taking coffee cart to outpatient clinics, serving patients and providing a friendly atmosphere
- ✚ Assist patient library with providing reading & video materials to inpatients.

## HOBBIES

Swimming  
Travelling  
Dancing

- + Shopping for or running necessary errands for patients who are unable to complete task.
- + Assist with answering phone calls or act as companion escort for patients when requested
- + Special requests and other services as assigned

### Libanpost SAL

Home service representative

- + Entering data into a computer
- + Sending and receiving faxes, answering telephone calls, handling complaints.
- + Issuing receipts related to home service such as: Ali express item, registered mail, postal transactions, governmental posts and real estates.
- + Reviewing the job order after issuance to assume the accuracy and reliability to prevent internal and external problems.
- + Confirming that all the orders are well maintained and ready to be sent to their proper party.

## SKILLS

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- + Excellent communication & customer service skills
- + The ability to work well as part of a team but also use own initiative.
- + Problem solving skills.
- + Ability to remain calm under pressure and in emergency situations.
- + Good literacy and numeracy skills
- + Confidence
- + Computer skills "Word, Excel, Power Point"

