



Mira tannous

Customer Service Representative

at Abc Lebanon

Location:

Beirut, Lebanon

Education:

Bachelor's degree, Library Science

Experience:

6 Years, 10 Months

CONTACT

Location:

Beirut, Lebanon

Name:

Mira tannous

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Country:

Beirut, Lebanon

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LAST ACTIVITY: 2017-05-27

REF.: CV48094406

TARGET JOB

Target Job Title: Customer service Hostess

Career Level: Student/Internship

Career Objective: Provide customer support services on the company platforms.

handling different customers, irate customers, offensive customers and defensive customers.

The customer service hostess has to include job aspects that show the level of knowledge, skills and experience on this type of job. You may write about any job related services you've provided in order to expressively present your background.

Employment Type: Full Time Employee

Notice Period: Immediately

PERSONAL INFORMATION

Birth Date: 30 June 1990 (Age: 27)

Gender: Female

Nationality: Lebanon

Residence Country: Beirut, Lebanon

Visa Status: No Visa

Name in Arabic: ميرا طنوس

Marital Status: Single

Number of Dependents:

EXPERIENCE (6 YEARS, 10 MONTHS)

December 2015 - Present

Customer Service Representative

at Abc Lebanon

Company Industry: Retail/Wholesale

Job Role: Customer Service and Call Center

Provide customer support services on the company platforms.

handling different customers, irate customers, offensive customers and defensive customers.

The customer service hostess has to include job aspects that show the level of knowledge, skills and experience on this type of job. You may write about any job related services you've provided in order to expressively present your background.

August 2016 - October 2016

Hostess

at Killerqueen

Company Industry: Other

Job Role: Marketing and PR

-Ensure the proper setup of dining and service areas.

-Politely request guests to wait in waiting area if no table is available.

-Maintain clean and organized tables and work area.

-Resolve guests' concerns in a prompt manner.

-Liaise between staff and customers to ensure great service.

December 2015 - October 2016

Brand Representative

at ABC Lebanon

Company Industry: Sales

Job Role: Sales

Present a brand to targeted customers, create a specific image, generate sales opportunities and build customer preference. Team schedule, stock and brand events.

June 2014 - December 2015

Sales & Marketing Executive

at GY group

Company Industry: Accounting/Auditing

Job Role: Sales

answering queries, offering advice and introducing new products. Their work includes.

December 2013 - December 2014

Asistant Store Manager

at Town centre

Company Industry: Sales

Job Role: Sales

Assists the Store Manager in motivating and inspiring their team to achieve store productivity goals.

Assists Store Manager in recruiting and hiring appropriately to ensure store is fully staffed at all times. Effectively manages store operations, ensuring consistency and compliance

October 2010 - December 2013

Supervisor

at Charcutier Aoun

Company Industry: Industrial

Job Role: Banking

Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results; conducting training; implementing enforcing systems, policies, and procedures.

EDUCATION

Bachelor's degree , Library Science

at Lebanese University

Location: Beirut, Lebanon

Completion Date : June 2015

Library science is an interdisciplinary or multidisciplinary field that applies the practices, perspectives, and tools of management, information technology, education, and other areas to libraries.

SPECIALTIES

Operations Experience

Questions: 0

Answers: 0

Accounting

Questions: 0

Answers: 0

Customer Focus

Questions: 0

Answers: 0

Fashion Marketing

Questions: 0

Answers: 0

Sales

Questions: 0

SKILLS

Computer skills

(Intermediate)

Communication

(Expert)

Ability to Work Under Pressure

(Expert)

Self-motivation

(Expert)

Adaptability

(Expert)

Conflict Resolution

(Expert)

LANGUAGES

Arabic

Level: (Native) | **Experience:** More than 10 years

French

Level: (Intermediate) | **Experience:** More than 10 years

English

Level: (Intermediate) | **Experience:** More than 10 years

TRAINING AND CERTIFICATIONS

Effective communication (Training)

Training Institute: ABC Lebanon

Duration: 7 hours

Orientation to ABC (Training)

Training Institute: ABC Lebanon

Duration: 7 hours

Selling Techniques (Training)

Training Institute: ABC Lebanon

Duration: 7 hours

Tax Free Procedure (Training)

Training Institute: ABC Lebanon

Duration: 7 hours

customer service (Training)

Training Institute: ABC Lebanon

Duration: 7 hours

Trends and new collection (Training)

Training Institute: ABC Lebanon

Duration: 4 hours

HOBBIES AND INTERESTS

Writing

Basketball

Hiking