

Sarah Selfani

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Lebanon ,Beirut

PROFILE

- Female, Single, 21, Lebanese

PROFESSIONAL EXPERIENCE

Dec 2013 – Jan 2015

Customer Service and Sales Agent in Emirates Airlines Group Dubai

- Answers inquiries by clarifying desired information
- Researching, locating and providing information
- Resolves problems by clarifying issues.
- Researching and exploring answers and alternative solutions
- Implementing solutions and escalating unresolved problems
- Fulfills requests by clarifying desired information
- Completing transactions - forwarding requests

**May 2013 – Aug 2013
Lebanon**

Marketing assistant and social media administrator, Ferrari Dental Clinic,

- Assisting with the maintenance of the Website, using creative ideas to improve Social Media
- Promotion of the product/client with all related PR activities
- Daily project of managing social media to include blogs, Facebook, Twitter etc.
- Providing administrative Assistance and preparing presentations to the marketing team

Nov2011 – Nov 2012

Sales Associate, Zara Home , Azadea Group

- Attending phone calls and replying to the dealers emails
- Keeping a complete track of sales done on particular day
- Work closely with the Sales Director to develop sales programs, strategies set targets and prepare annual budget
- Provide information about the products and services of the company to the clients in order to increase the sales of the company
- Maintain customer database for reporting, mailings, and related marketing programs
- Collecting feedback from clients to access possible improvements to existing products and also the need for new products
- Helping the new employees in understanding rules and regulations in the store and giving appropriate training

Jun 2010 - Aug 2010

Sales Associates – Summer Job, Vero Moda , Bestseller Group

- Greeting the customer in friendly and polite manner
- Helping the customers in acquiring knowledge on particular product and helping them in purchasing the desired product
- Ensure all the products are available in the store and if not update the store manager regarding the same
- Solving customer queries or complaints related to the products purchased
- Ensure customers satisfaction and safety at store

EDUCATION

- **2011 – 2013**
AUL , Arts, Sciences and Technology University in Lebanon
Faculty of Business Administration, Marketing Department
- **2007-2010**
Ecole des Jeunes Filles Libanaises - Lebanon
High School (Sociology- Economy)

COMPUTER LITERACY

- Windows & MS Tools | English Typing

PERSONAL SKILLS

- Excellent communicational and interpersonal skills
- Ability to function as a team or independently
- Well versed with all computer applications
- Capable of resolving issues spontaneously
- Friendly, polite and have pleasing personality
- Ready to work under stress levels
- High convincing skills

LANGUAGES

- Arabic (Native) | English (Good) | French (Fluent)

SYNOPSIS

Working as a sales associate gave me the capability to work in any other field. With a good experience in customer service along with my marketing education, now seeking a position to start my career path and grow in a renowned organization.