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Mary Georges Daoud

Objective: An entry level position job in Management and customer service where I can contribute positively given my education in this field. Appreciate teamwork and capable to work under pressure and tight deadlines.

Personal Information

Professional Experience Nationality: Lebanese, Date of Birth: 27/10/1989, Marital Status: Single

January 2015 till present

Article Bronze Antique-Dora-Lebanon

Owner

- Coordinate with dealers about their request for chandeliers, statues, wedding decorations,
- Dealing with customers for decorating their places in different regions
- Working under pressure in order to finish before deadline

December 2012 till October 2014

ABC Ashrafieh- Lebanon

Senior Customer Service Representative

- Supervise the customer service team (15 agents) such as preparing and monitoring the schedule, attendance and performance.
 - Handling all the events organized in our branch and managing the hostesses responsibilities
- verifies the work of assigned employees for accuracy, paper work methods, techniques, and compliance with applicable standards and specifications.
- Delegating responsibilities to the team respecting timely manner
- Cover and assist the customer service representatives in their duties when needed
- Trainings assigned to employees including appropriate methods, procedures and techniques
- Manage weekly/monthly reports
 - Assists in the recruitment process of the department's staff
- Follow up with customers to afford a professional customer service before and after action
- Assist customers in opening monitoring and closing their wedding accounts
- Building relationships with key and loyal customers
 - Attending a weekly meeting with operations division
 - Dealing and communicating with other departments (marketing, accounting/finance)
 - Making quizzes each 3 months to assure the staff knowledge
 - Building Action plan and Standard customer service manual

November 2009 till December 2012

ABC Ashrafieh- Lebanon

Customer Service Representative

- Receive customers complaints and assure to solve them
- Handle Privilege/credit card application in affiliate with Bank Audi
- Tax Refund for tourists
- Wedding / Birth list process
- Official receipts process
- Prepare a memorandum for any occurred changes

- Supervise, monitor and oversee seasonal hostesses performance
- Communicate and coordinate with marketing department
- CRM customer's data entry

September 2008 till November 2009

ABC- Ashrafieh- Lebanon

Cashier

- Communicate policies and procedures on weekly basis
- Assist the supervisor for managing cash difference and monthly incentives
- Ensure an outstanding customer service
- Communicate with banks and companies related to credit cards like Amex, CCM, Audi, etc...
- Handle customer's bank issue
- Develop and review operating procedures to increase efficiency
- Coordinate activities of cashiers engaged in receiving money, keeping record of transactions
- Trained new employees on their tasks

Trainings

- Body language, First Impression by ABC Training Specialist Team
- CCM, counterfeit money and credit cards by Mr. Alexi Saghbini Executive Manager for Visa
- grooming and Hygiene by ABC training Team
- Conflict management, support change by ABC Training Specialist Team
- Communication skills, attitude and approach by ABC Training Specialist Team
- Integration champion, how to handle new comers
- Shoplifting, Selling techniques by ABC Training Specialist Team

- Performance management by ABC Training Specialist Team
- Certificate for being selected as Top Performer appreciating the high level of proficiency in handling the assigned tasks.
- Certificate for Appreciation and hard work
- Global Refund calculation/ tax Refund by Cybelle Khalil-General Manager
- Customer service from the Heart by Starmanship
- Employee of the month in marketing and selling for promoting

ABC's gift card

- Certificate from HR department for building customer service manual

Certificates

Education

➤ **B.A in Business Management**

American University of Science and Technology, Lebanon, An affiliate to the State University of New York and Concordia University, Quebec, Canada.
Graduated on February 2013



Notre Dame de la Providence school
3rd year secondary socio-economic and humanities

Date of Graduation: June 2008

Skills

➤ **Computer**

MS Office (Word, Excel, PowerPoint, outlook and Access)

➤ **Accounting**

Win DSS, Dolphin

Languages

Fluent in English, French and Arabic

Interests

Interested in reading, surfing the web, playing guitar.

References

Available Upon Request.