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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.