**NELLY KAHIL**

 Mejdalaya, Lebanon**.** Tel: +961 6 665294. Mobile: +961 3 485998. Nelly.kahil@hotmail.com. Skype ID: nelly.kahil

**SUMMARY OF QUALIFICATION**

**.** Well-educated in hospitality management and tourism.

**.** Exceptional customer service acquired through many years of work.

**.** Efficient and hardworking member of a team, strong interpersonal skills.

**.** Excellent computer skills including Microsoft Office, presentations.

**.** Bilingual: Arabic, English & French.

**EDUCATION**

**Bachelor in Hospitality Management and Tourism** May 2012

American University of Technology, Tripoli, Lebanon

**PROFESSIONAL EXPERIENCE**

**MEDICAL SECRETARY** Jan 2014 – May 2014

Orthopedic Surgeon, Centre Hospitalier du Nord, Zgharta, Lebanon

. Schedule & confirm patient diagnostic appointment, surgeries & medical consultations.

. Compile and record medical charts, reports & correspondence.

. Receive and route messages and documents such as laboratory results to appropriate staff.

**CUSTOMER SERVICE REPRESENTATIVE**

Massaya Zaman Restaurant, Zgharta, Lebanon June 2013- Nov 2013

. Ensure and provide quality service to all customers.

. Responsible for notifying administration of any required updates of customer records.

. Attend general meetings to improve customer satisfaction.

**OFFICE CLERK** Oct 2012- April 2013

Radar Group, Mejdalaya, Lebanon

. Prepares product & service reports by collecting and analyzing customer information.

. Assist sales representative in selling company product.

. Organized & completed all paperwork related to the product.

**CUSTOMER SERVICE REPRESENTATIVE**

Ahwe Dayme Restaurant, Ehden, Lebanon May 2012- Sept 2012

. Attracts potential customers by answering product & service questions

. Handle all customer complaints and suggestion with a professional manner.

. Deal effectively & safely with disruptive customers in order to solve the issue.

**ACTIVITIES AND INTERESTS**

. Remains active by exercising at the fitness center, biking and playing sports.

. Reading novels and watching scientific documentaries.

. Volunteer at numerous activity in town.