Nour Harb

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# Objective

***Seeking a position, where I can maximize my management skills, quality assurance, program development, and training experience. Moreover I am searching for an opportunity to use my customer service and management skills to improve customer satisfaction. My most important objective is to obtain a position that will enable me to use my strong organizational skills, and ability to work well with people, and to establish an open and stable career with beneficial experience.***

Experience

***Costumer Service Agent and Branch supervisor***

***Malik’s Bookshop - Beirut***

***May-2014 - Currently***

**•Build sustainable relationships and trust with customer accounts through open and interactive communication.**

**•Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.**

**•Manage retail staff, including cashiers and people working on the floor.**

**•Formulate pricing policies and Ensure pricing is correct.**

**•Coach, counsel, recruit, train, and discipline employees, and evaluate on-the-job performance.**

**•Ensure standards for quality, customer service and health and safety are met.**

**•Ensure hours of operation are in compliance with local laws.**

**•Preside over staff meetings.**

***Senior Graphic Designer***

***Doculand Copy Center - Hamra, Beirut***

***January-2012 - May-2014***

**•Oversee all design projects, from conception to delivery**

**•Design original pieces, including illustrations and info graphics.**

**•Review junior designers’ work to ensure high quality**

**•Refine images, fonts and layouts using graphic design software**

**•Apply typography techniques**

**•Generate ideas to portray concepts and advertise products/services**

**•Increase user friendliness in digital products**

**•Maintain brand consistency throughout all our marketing projects**

**•Liaise with marketing and design teams to ensure deadlines are met**

**•Stay up-to-date with industry developments and tools**

***Graphic Designer***

***Leaders Magazine - beirut***

***June-2011 - January-2012***

**•Cultivate a solid body of work**

**•Take the design “brief” to record requirements and client’s needs**

**•Work with a wide range of media and use graphic design software**

**•Think creatively and develop new design concepts, graphics and layouts**

**•Prepare rough drafts and present your ideas**

**•Amend final designs to clients comments and gain full approval**

**•Work as part of a team with copywriters, designers, stylists, executives etc.**

***Graphic Designer***

***FREELANCING - Beirut***

**- Metlife Alico (International Insurance Company)**

**- ULYP (Unite Lebanon Youth Program)**

**- UN (Lebanese Elections)**

**- Virgin Mega Stores**

**- Travel Associates**

Education

***Bachelor in Computer and Graphic Design***

***Lebanese University - Deir Al Qamar 2011***

***Socio-economy***

***Baakline Oﬃcial Secondary School – Baakline 2008***

Skills

***Adobe Indesign***

***Adobe Illuﬆrator***

***Adobe Photoshop***

***Microsoft oﬃce***

Certifications & Courses

***Certificate in Communication Skills, 2017***

Honors & Awards

***1st place, Best Graphic Designer, 2015***

***1st place, Best Costumer Service, 2017***