

Laetitia Maroun Hraoui

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As an experienced individual, I have the opportunity to actively participate in various dimensions of operations, grabbing experience in conflict resolution, initiating a new customer base and meeting the daily business challenges. I am fully aware that teamwork, commitment, confidence and proven performance are of foremost importance to this industry, while maintaining a strong customer service focus.

CAREER HISTORY:

Janvier 2017 till present

Assetpeakperformance – Assistant manager

Cash box Administrator: Duties receipt data entry, cash box maintenance, petty cash, client balance follow up.

After sales Coordinator: duties : Maintenance contracts, maintenance visits and calls ,letter and offers related to Maintenance Department

Sales assistant : duties Sales offers and projects preparation, price and market reports, generators and oers follow up

June 2012 –October 2016

Job title: Customer Services

My job required taking requisitions from customers for any repair or maintenance call following up with maintenance agreements and renewal ,invoicing and also collections from said customers

March 2010-May 2012

W Group – Architectural office – Beirut/Lebanon

Job title: Administrative assistant

Development for diverse webs, stock, customers...
Correspondence, filing, customer services.
Invoicing, money collection.
Data entry.

June 2008-February 2010

Adam Import Export & Real Estate – Doha/Qatar

Job title: Administrative assistant

Report directly to the Managing Director
Answer telephone calls and direct them to the proper person ,enquiries and requests,
Preparing correspondence (letters, memo, labels, etc) /Filling ,Data entry reports
Follow up all purchase and delivery orders in our stores according to their wants and needs
Follow up all attendance of the employees in office.
Following up all maintenance
Dealing with incoming e-mail, faxes and post

Reason for Leaving : Family reason

September 2006-May 2008

Medapharm – Beirut/Lebanon

Job title: Sales assistant

Manage manager's calendar and schedule

Organizing and tracking files.

Data entry, daily office works and correspondence.

Following product production and samples.

Preparing reports .

Responsible for direct coordinating between the GM and other employees

Coordinating with the courier

Secretarial duties (Data entry, office works and correspondence)

Reason for Leaving: Unstable political situation in Beirut.

November 2003-May 2006

Tele Marketing & Sales – Beirut/Lebanon

Job title: Sales & Marketing

Following up daily sales to target

Follow up the competitors in the markets in order to improve our action plans.

Responsible for out door and in door marketing.

Suggested new ideas and ways to increase our sales.

Assist in screening CVs, selecting and recruiting candidates

Perform general secretarial tasks and office activities

Answering general queries by telephone

Place and follow-up on all equipment orders (office equipment, stationary...)

Reason for Leaving : I felt that I deserve better opportunity because I am over qualified for this job

January 1992-October 2003

Middle East Airlines S.A.L (MEA) – Beirut/Lebanon

Job title: Reservations and fares

Reward tickets, information updates, addresses & all other services needed in A/P

Hotel and car reservations in and outside Lebanon.

In charge of customer satisfaction and building long-lasting relation

Organizing and tracking files.

Data entry, daily office works and correspondence.

Customer service on phone and indoor.

Correspondence and other items related to Accounting & Administration Department.

QUALIFICATIONS / EDUCATION:

3 Years of Documentation (October 1987-1991)

COMPUTER SKILLS:

- | | |
|---------------------|-----------|
| ❖ Microsoft Word | Excellent |
| ❖ Microsoft Excel | Excellent |
| ❖ Internet Browsing | Very Good |

ADDITIONAL INFORMATION:

Arabic: fluent speaking, reading & writing
French: fluent speaking, reading & writing
English: fluent speaking, reading & writing

SKILLS PROFILES

Skilled in administrative and office procedures
Excellent interpersonal and communication skills
Work well independently and as a team member
Cooperative, patient and supportive
Efficient and capable of working on own initiative in carrying out day -to-day tasks with limited need for supervision.
Friendly, Reliable, Hardworking; willing and able to handle various tasks.
Ability to work effectively within a team environment.
Expertise in sales, client relations and needs assessment, marketing, administration and managing all aspects of daily business operation.
organizational skill
Ability to manage multiple tasks in a pressured environment
Excellent customer techniques
Flexible, ability to travel and pleasant personality

References available upon request