

MARWA IBRAHIM

Customer Relationship Specialist with 4+ years' experience developing exceptional relationship with clients, peers, and senior leadership to provide sustainable business solution. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.

Keen to share the 4 years of experience as a customer relationship specialist with a highly experienced team. Ready to bring my knowledge, creative and critical-thinking skills in a challenging, yet rewarding career while providing a high-quality service to customers' different needs.

Qualifications

- Strong computer skills and good in MS office
- Languages: Arabic (Native), English (Fluent), French (Intermediate)
- Excellent written and verbal communication skills
- Effective leader empowering people at all levels
- Strong analytical skills, ability to identify problems, research issues and provide solutions.
- Thorough understanding of business.
- Ability to interact with business and industry to establish partnerships.
- Good organization and planning skills with the ability to complete work accurately and in a timely manner.
- Customer oriented with excellent interpersonal skills with proven commitment to quality customer service.
- Ability to work with a sense of urgency to meet deadlines and address competing priorities.

• Experience

2019 – Present

Assistant Manager / Basic Outlet, Saida – Lebanon

- Ensuring company policies are followed.
- Maintaining an overall management style that follows company best practices.
- Providing Leadership and direction to all employees.
- Leading staff

- Overseeing retail inventory.
- Assisting customers whenever necessary.
- Optimizing profits by controlling costs.
- Establish work priorities, plan projects, and ensure timelines are met
- Assist in identifying opportunities for efficiency gains and helping develop solutions
- Establish and maintain effective relationships while serving as an advocate and/or consultant for client
- Actively manage multiple client accounts including communications and logistical activities as it relates to the specific client related services

2018 – 2019

Customer Relation Specialist / Food For Life Diet Clinic

- Ensure good customer retention by providing excellent and professional services.
- Build good reputation for the clinic.
- Pitch ideas for improving customer care.
- Create and maintain reports about customer interactions.
- Provides managerial support for the administration of the Owners referral program
- Tracks work time of employees assigned to perform work for customer account
- Researching and establishing relationships and key contacts with venues, providing a variety and cost options
- Continuously works to improve and broaden health commodity product knowledge
- Completes timely and accurate invoicing as part of billing process; Compiles invoice data and prepares and proofs invoices in accordance with customer formatting specifications, listing work performed, materials used and amounts due, credit terms and dates of shipment ensuring coding is correct for services provided and deadlines are met.

2017 – 2018

Customer Support / Turbo Webs

- Ensure customer satisfaction.
- Managing the social media accounts of the company.

Education

2017 **Bachelor Degree in Public Relations**
 Lebanese International University – LIU (Beirut)