



MIRA GHARBIEH

PROJECT COORDINATOR

PERSONAL PROFILE

Efficient project coordinator with 2 years of experience. Previous experience in retail marketing ,business development and digital marketing . Highly organized and skilled in interpersonal communication.

SKILLS & ABILITIES

- **Computer:** Microsoft Visio, PowerPoint, Excel, Microsoft Office, Adobe InDesign, Adobe Photoshop
- **Languages:** Fluent in English and Arabic. Basic French

CONTACT INFORMATION

Lebanon , Beirut
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INTERESTS AND HOBBIES

Reading , Travel , Content Creation , Swimming

EMPLOYMENT HISTORY

-Project Coordinator

Novelus-Nexius (2020-Present)

- Oversee operations to ensure user-satisfaction, project continuity, and internal consistency
- Pass on information to system users and offer advice on the most cost-effective and efficient services and equipment that's available to them.
- Perform troubleshooting and maintenance of telecommunication systems
- Develop project schedules, plans, and processes, and ensure they live up to company standards.
- Create routine project and progress reports.
- Remote support for all customers inquiries and tickets
- Performs daily project tracking including resource management, equipment tracking and workflow supervision of multiple projects
- Collects and records documentation including customer set-up documents and implementation related information
- Creates and executes project work plans and revises when appropriate to meet changing needs and requirements
- Summarizes progress of project and prepares interim and project completion reports
- Facilitates efficient and effective internal team and external customer meetings
- Responsible for timely project completion, issue identification/resolution, and customer delivery
- Ensures clients clearly understand status of project throughout all phases; including outstanding, pending, and completed tasks

-Retail Marketing - Business Development Department

Blom Bank s.a.l (2018-2020)

- Assisting with deposit and savings accounts
- Counseling customers on banking products and services
- Generating new business by selling to prospective and existing clients
- Collaborate with other professionals to ensure high-quality customer service
- Handle customer complaints and solve problems
- Discussing the financial requirements of clients and providing financial advice to clients
- Follow up customers, merchants, and branches regarding personal and consumer loans.
- Recommend solutions for rejected files
- Maintains relationships with current clients and corporations

-Marketing Intern (JWT - John Walter Thompson)

- Meet with client companies and discuss goals
- Perform market research identifying areas upon which to focus
- Create advertising plans and content to reach those demographics
- Design and prepare advertisements as needed
- Test concepts and review results with client companies

-Part-time employee - Loan Department (LAU)

EDUCATIONAL HISTORY

Lebanese American University (LAU)

Bachelor of Business Marketing Studies, 2018