

Rana Al Lahham

Shajah, Al Ta'arun Area

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Summary

Efficient and detail-oriented Public Relations Manager & Customer Service Supervisor with proven track record over many years in fast-paced top-rated E-Commerce, as well as Online Government System environments. Highly organized and consistently anticipates needs of clients. Skilled multitasker with strengths at minimizing hassles and alleviating client concerns by effectively coordinating schedules, planning events, and running errands.

Skills

- Advanced interpersonal skills
- Excellent Relationship, Team Building, and Public Relations background
- Strong problem solver
- Commitment to quality and service
- Professional and mature Administrative support
- Microsoft Office proficiency
- Staff collaboration

Education

- B.Sc. in **Business Management**, Damascus University for the academic years 1996 – 2001
- Obtained a Diploma in **HR** for ALISON from Ireland on 2017
- Certified in Fundamentals of **Digital Marketing** from Google on Jun 2020

Work history

Executive Assistant to Company's President – 02/2021 to 03/2021

Incorporated Consultants CONIN, Dubai – UAE

- Created and managed office systems to efficiently deal with documentation, and maintained appropriate filing.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Oversaw personal and professional calendars and coordinated appointments for future events.
- Organized and attended meetings, including compiling all related documents and reports.
- Answered high volume of phone calls and email inquiries.
- Displayed absolute discretion at handling confidential information and sensitive situations in professional matter.
- Updated executives on changing business needs by thoroughly documenting internal and client meetings.

HR & Public Relations Manager – 03/2014 to 08/2019

Crazy Deals Co., Dubai – UAE

- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for new employees.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new business processes.
- Maintained current knowledge of industry regulations and legislation to amend policies as needed and promote compliance.
- Utilized compliance tools, corrective actions and identification of deficiencies to mitigate audit risks.
- Reduced process lags by accurately managing confidential records for staff members.
- Managed number of employees to reduce workflow stoppage and achieve on-time project completion.
- Created and implemented forward-thinking initiatives to improve employee engagement.

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Computer Skills

- Word processing software
- Database software
- Spreadsheet software
- Microsoft Office

Languages

- Arabic: Mother tongue
- English: Fluent writing, reading and understanding

Personal Details

- Citizenship: Palestinian
- Marital Status: Married
- Place of Birth: Damascus
- Visa Status: Husband's Visa
- Holder of UAE Driving License

Hobbies

- Travelling
- Reading Books
- Playing Sports

Work history

Customer Service Agent Supervisor – 05/2011 to 01/2014

Tas'heel, Dubai – UAE

- Handled day-to-day running of tasks, ensuring high levels of productivity and progression.
- Worked closely with managers to maintain optimum levels of communication to effectively and efficiently complete tasks and programs.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Resolved conflicts and negotiated mutually beneficial agreements between the concerned parties.
- Actively listened to customers' requests confirming full understanding before addressing concerns.

Sales Executive – 2003 to 2006

Unifarma Medical Co., Damascus – Syria

- Assessed clients' needs and presented suitable promoted products.
- Communicated with and persuaded targeted doctors to prescribe company's products, utilizing effective selling skills and performing cost-benefit analysis.
- Attended sales meetings, conference calls, training sessions and symposium circuits.
- Worked with sales team to develop strategies and implement brand strategies to ensure a consistent marketing message.
- Planned work schedules and monthly timetables with the area sales team to discuss future targets.

Sales Executive – 1998 to 2003

Fosroc Construction Co., Damascus – Syria

- Created detailed sales business plans.
- Identified opportunities to up-see and cross-sell.
- Responded to complaints and resolved issues to ensure customer success and satisfaction.

Regional Sales Executive of Rahawanji Int'l – 1995 to 1998