



Baraa Draie

Customer Service / Administrator

Summary

Detail-oriented individual with excellent administrative skills and ability to prioritize task. and proficient in MSOffice, PowerPoint, and CONCUR desires an Administrative Assistant position; bringing 6+ years' experience and specialized knowledge in record keeping, office support. report coordination and customer service.

Experience

OMT - Online Money Transfer · Jan 2018 - Present

Customer Service Representative

- Attract New Customers by offering an innovative and diversified product range: International & Local Money Transfer, Financial & Governmental services.
- *Increase Your Footfall and Revenues by leveraging cross-selling opportunities as well as shopping frequency.

ABU DHABI OIL REFINERY COMPANY - TAKREER

Jan 2015 - Jan 2017

Office Administrator

- Coordinate activities throughout the company to ensure efficiency and maintain compliance with company policy
- Supervise members of the administrative staff, equally dividing responsibilities to improve performance
- Manage agendas, travel plans and appointments for upper management
- Manage emails, letters, packages, phone calls and other forms of correspondence
- Support bookkeeping and budgeting procedures for the company
- Create and update databases and records for financial information, personnel and other data
- Track and replace office supplies as necessary to avoid interruptions in standard front office procedures
- Submit reports and prepare proposals and presentations as needed
- Assist colleagues whenever there is an opportunity to do so

Skills

Customer Service

Problem Solving

Microsoft Office

Time Management

Project Management

Phone

+96171960543
00971581518296

Linked In

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Mail

driiebaraa@gmail.com

Address

Tripoli, North Lebanon

Experience

Gulf Diagnostic Center Hospital (GDCH) 2011 - 2014

Customer Service Representative

- Reducing operational cost Acknowledge and appropriately greet and assist every patient in a timely manner.
- Process patient orders in a courteous, efficient and timely manner.
- Organize workflow to meet customer deadlines while improving efficiency.
- Manage telephone calls professionally, efficiently and with good communication skills.
- Attend to patient questions, complaints and concerns immediately, and facilitate satisfactory.
- Understand and appropriately use the hospital pricing system and policies.

Education

Bachelor of Business Administration - BBA June 2006 - June 2010

Business Administration in Business Computing

TRAINING AND COURSES

CSO & TELLER TRAINEE AT ARAB FINANCE HOUSE (AFH) 2014

CSO TRAINEE AT AL BARAKA BANK. LEBANON BRUNCH 2013

Arabic: Native language

English:

Excellent reading

Professional writing

Professional speaking