



# Baraa Draie

## Customer Service / Administrator

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### Summary

Detail-oriented individual with excellent administrative skills and ability to prioritize task, and proficient in MS Office, 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.

### Skills

Customer Service

Problem Solving

Microsoft Office

Time Management

Project Management

#### Phone

+961 71 960543

#### Linked In

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#### Mail

[driiebaraa@gmail.com](mailto:driiebaraa@gmail.com)

#### Address

Tripoli, North Lebanon

### 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

## Languages

Arabic: Native language

English:

Excellent reading

Professional writing

Professional speaking

## 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**