
SALWA DIAR BAKARLY



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SHARJAH, UAE



23/09/1995

OBJECTIVE

A proactive, customer-oriented retail professional with over 4 years of experience in respectful companies, received 3 "Employee

EXPERIENCE

ADMINISTRATIVE ASSISTANT

Fit Life Gym – September 2020 till November 2020
Beirut, Lebanon

- Provide exceptional customer service experience to all members, non-members and users of the facility
- Enrolling new members and assisting current members with their queries
- Registering prospective members and guiding them to the correct person

CUSTOMER SERVICE REPRESENTATIVE

ABC Verdun - September 2019 till April 2020
Beirut, Lebanon

- Enrollment, merges, replacements and upgrades of Privilege and Credit cards, stock management and data entry, issuance of reward cards and follow-up on the promotion and activities
- Assist the Marketing team during the events and activities, answer customers' inquiries, explain and promote CSR program for ABC customers
- Assist the Marketing team in collecting the materials needed for the website, mobile application and ABC social media pages
 - Handle and solve customers' complaints and problems by coordinating with the concerned departments
- Issue Wedding/Birth list and Tax free daily and monthly reports, receive payments by cash, check, credit cards and vouchers

CASHIER

ABC Verdun - July 2017 till August 2019
Beirut, Lebanon

- Handle and receive cash and credit card payments, detect falsified money along with returns and exchanges
- Ensure the full implementation of the cash-out experience
 - Recruit new privilege cardholders and sell credit cards
 - Train new joiners on the POS system



of the Quarter” certificates of delivering outstanding service and surpassed my target KPIs for mystery shoppers. I believe being fast, effective, able to uplift my profession and experience, accepting new challenges, taking responsibilities, and applying my loyalty, would enhance my application for the job offered.

SKILLS

MS Office & Outlook
Omega system
WINDSS
CRM

I am a responsible person who has attention to details, a hard worker and a team player with strong communication skills and the ability to multi-task and work under pressure.

TRAININGS

Customer Service
Effective Communication
Falsified Money

LANGUAGES

Arabic - native language
English - fluent
French – BASIC

EDUCATION

PRE-PHARMACY 2013-2017
BIOMEDICAL SCIENCE 2017-2019
Lebanese International University, Beirut Lebanon

INTERNSHIP

Al Hayat hospital lab (2 months)
Midtown lab (2 months)
Specialized Medical Lab (2months)
In these 6 months, I went through many departments:

- Blood bank
- Serology
- Parasitology
- Hematology
- Chemistry
- Bacteriology

