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## SALWA DIAR BAKARLY



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SHARJAH, UAE



23/09/1995

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### OBJECTIVE

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

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### EXPERIENCE

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#### 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



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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.

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#### 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.

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#### TRAININGS

Customer Service  
Effective Communication  
Falsified Money

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#### LANGUAGES

Arabic - native language  
English - fluent  
French – BASIC

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#### EDUCATION

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##### **PRE-PHARMACY 2013-2017** **BIOMEDICAL SIENCE 2017-2019**

Lebanese International University, Beirut Lebanon

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#### INTERNSHIP

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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

