

Christelle Abdo Kassab

Jounieh – Lebanon
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Nationality: Lebanese
Marital status: Single
Birthday: 01 August, 1992

Statement of Objective:

To lead, challenge and be challenged in a position where my skills in research, communication, and a passion for law can assist in the protection of the public interest.

Academic Qualification:

September 2018- present

Masters in Law at the Lebanese University, Faculty of Law – Jal el Dib – Lebanon.

May-2018

Completed my **Law Degree** at the Lebanese University, Faculty of Law – Jal el Dib – Lebanon.

May -2010

Completed my bachelor degree (**Economics and Social Science**) at “College Des Apotres Jounieh” – Jounieh - Lebanon

Languages:

Fluent in English and French. Arabic, native language.

Computer skills:

- Microsoft Office.
- Demonstrated ability to type 65 WPM with accuracy. (Arabic / English)
- Excellent internet research skills.

Strength and Experiences:

August 2016 – Present

Notarial Assistant at Mrs. Sandra Nassif Kallab Notary Public Office, Jounieh – Lebanon.

- Handle all administrative responsibilities for assigned attorneys and legal analysts.
- Draft, format, and revise legal documents, including complex agreements that require a very high level of word processing skills, attention to detail, and excellent proofreading skills to assure accuracy and coherency.
- Prepare correspondence, presentations, and routine and complex business and legal/technical reports, with proper handling of sensitive and classified material.
- Organize and handle all meeting logistics for daily, weekly, monthly, annual, or special events.
- Handle and process settlements, e-billings, invoices, and payments for the office.
- Maintain complete, orderly files and records, as required, at work location.
- Assist and provide backup coverage to other legal assistants.
- Handle special projects as requested.

November 2010 - December 2014
Pizza Hut Call Center, Jounieh – Lebanon.

2013-2014

Customer Service Assistant Manager.

- Hire, train, coach, and lead call center representatives as they provide support for customers.
- Response to representative's questions, guide them through difficult calls or issues, diffuse angry customers, and handle issues that cannot be fielded by representatives.
- Lead team meetings, ask questions to better understand the calls representatives are receiving, educate and coach workers regarding processes and practices, and explain expectations to employees.
- Assist other management team members in identifying trends and establishing call center goals.
- Ensure staff members are achieving desired service levels and taking corrective action, as needed.
- Prepare reports and analyze call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction.
- Authorize replacements or refunds.
- Take on other tasks or projects to support employees, other managers, and call center operations.

2010 – 2013

Customer service, Operator.

- Respond to customer service requests for restaurant food orders by entering and verifying customer and menu data.
- Achieve and maintain performance standards.
- Support marketing of products.
- Interact with all levels of management and customers in a professional manner.
- Assist and mentor new call center representatives.
- Adhere to company processes and guidelines.

Skills & Strength:

- Sincerity and tacking responsibility.
- Good interpersonal skills and good analytical and logical skills.
- Clear and precise communication.
- Accomplished team player.
- Always look forward to learning new things.

Personal Information:

- Enjoy sports, specially, swimming and playing basketball.
- Enjoy reading and writing.
- Enjoy traveling and learning new languages and cultures.
- I believe in long term relationship with working environment.
- Personal Blogger, founder of @KASSABYAT.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Sincerely,
Christelle A. Kassab