



Dana Mokdad

Mreijeh

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Experience

- **Landing Lots Real Estate Company (Achrafieh - Paraguay Street - Next to IBL Bank)** June 2025 - Present
Personal Assistant / Data Entry

- **Personal Assistant Responsibilities :**

- * **Manage executive scheduling:**

Record and maintain the employer's calendar, including both private and company-related appointments, and provide timely reminders.

- * **Handle executive communications:**

Answer business-related phone calls on his private line when he is occupied or unavailable, operating within a pre-approved scope of authority.

- * **Process deliveries and payments:**

Receive, log, and immediately notify him via text message of any incoming packages or payments accepted on his behalf during his absence.

- * **Conduct inventory and ordering:**

Perform a monthly inventory check of all office and kitchen supplies to identify shortages and manage the procurement process.

- * **Supervise facility staff:**

Coordinate tasks with cleaning and landscaping staff and confirm the completion of all assigned work.

Data Entry Responsibilities:

- **Process all data input:**

- * I receive data from agents and clients and enter it accurately into Excel spreadsheets (text-only).

- * **Manage multimedia files:**

I create a separate file for data (including photos), which is saved as both a PowerPoint (for future edits) and a PDF (for sending to clients).

- * **Organize and categorize data:**

I structure and divide all data files based on the property location and type.

- * **Handle digital publishing:**

I am responsible for uploading and posting all data on websites and social media platforms.

- * **Ensure data accuracy :**

Every six months, I contact property owners to confirm availability and update any changes in the details.

- * **Fulfill client requests:**

When a request is sent to me, I search the database to find and send the best options available.

- **Communication Responsibilities:**

- * **Manage client correspondence:**

I am the main point of contact for all customer-related calls, including those from managers and incoming leads from social media.

- * **Record interactions:**

I log all client requests and record detailed notes.

- * **Handle complaints:**

Any complaints received are documented and escalated to the appropriate department for resolution.

- **Coordination Responsibilities:**

- * **Direct requests to the team:**

I review incoming requests and assign them to the correct agent.

- * **Schedule property visits:**

I coordinate and log all property viewing appointments between agents and clients.

- * **Arrange internal meetings:**

I schedule all office interviews between managers, agents, and clients.

- * **Track task status:**

I frequently check with agents for any updates on the requests that have been assigned to them.

- **Safe Cargo Shipping Company (Gallery Semaan , Facing Royal Canin pet shop - above OMT)** June 2024 - March 2025
Sales / Customer Service
 - Client Acquisition:
 - * Determined client needs.
 - * Presented service benefits (speed, security, cost).
 - * Cultivated client relationships.
 - * Developed customized client offers.
 - Shipment Management & Communication:
 - * Provided shipment status updates.
 - * Ensured accurate information delivery.
 - * Resolved client issues promptly.
 - * Utilized tracking systems for shipment visibility.
 - Reporting:
 - * Generated daily shipment reports.
 - * Analyzed data for performance improvements.
 - * Submitted reports to management within deadlines.
- **Mon Pixel Printing Agency (was at Al Kafaat - before Army checkpoint)** Aug 2023 - Nov 2023
Graphic Designer / Customer Service
 - Customer Communication:

Talking to customers on social media (like Facebook, Instagram, etc.) to answer questions, take orders, and provide support.
 - Design File Preparation:

Taking the customer's designs and getting them ready to be printed(making sure the files are in the right format, size, etc.).
 - Online Order Fulfillment:

Getting online orders ready for shipping or pickup (packaging items,printing labels, etc.).
- **Lama's Clinic (Saifi - Near Saifi Village Church)** March 2023 - May 2023
Assistant Manager
 - Customer Interaction:

Communicate with customers (explain the difference between our diet bundles , take notes , receive feedbacks and complains)
 - Food Preparation:

Prepare food bags.(by cleaning them every morning and put the names of clients on each)
 - Kitchen Staff Oversight:

Monitor kitchen staff.
 - Food Packaging:

Package customer food. (by name and putting labels for each meal time)
 - Payment Processing:

Receive payments.
 - Inventory Reporting:

Submit weekly inventory reports
- **Marie France (Centro Mall Jnah Branch)** Sep 2022 - Oct 2022
Sales / Cashier
 - Welcoming and Assisting Customers:

This involves greeting customers when they enter the store and helping them find what they need.
 - Daily Store Arrangement:

keeping the store clean, organized, and tidy throughout the day.
 - Receiving and Delivering Goods to/from Other Branches:

This includes handling the transfer of products between different store locations.
 - Operating the Cash Register:

This involves processing customer purchases, handling cash and card

Education

- **Lebanese University Faculty of Letters and Human Sciences (Unesco)** 2021
Bachelor's degree in Arabic Literature
- **Institut Technique Al-Kafaat** 2018
Bt3 Graphic Design

Skills

- Data Entry
- Communication
- Multitasking
- Ms Office

Languages

- Arabic
- English
- French

Reference

- **Mr Elie Antoine Khoury - Landing Lots Real Estates**
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- **Mrs Wardeh Mostafa - Safe Cargo**
Manager
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- **Mrs Lama Francis - Lama's Clinic**
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Hobbies

- Photography
- Crafting
- Drawing