

# KAREN GHALEB

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## SUMMARY OF QUALIFICATIONS

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- Enthusiastic, professional individual with more than 10 years of experience in Office Administration.
- Bachelor's degree in Advertising and Public Relations.
- Client-oriented and active listener.
- Proven organizational skills with an ability to plan, organize and execute projects efficiently with strong attention to details.
- Demonstrated ability to multi-task and achieve goals within established deadlines.
- Bilingual in French and English.

## WORK EXPERIENCE

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### Quality Assurance Supervisor

11/2021 – 4/2022

Kyndryl – Canada

- Created and implemented quality management system policies and procedures, to ensure quality management specifications are met.
- Monitored and evaluated agents calls.
- Created and maintained detailed records of all the agents.
- Prepared reports by collecting, analyzing data; provided recommendations for new and reoccurring quality issues.
- Led, prepared and presented weekly and monthly QA reports to management.
- Developed training materials and facilitated coaching sessions to address quality gaps.

### Call Center Supervisor

4/2021 to 11/2021

Kyndryl – Canada

- Managed and oversaw a team of call center agents.
- Motivated and supported agents through feedback and communication.
- Answered questions from staff and provided guidance and feedback.
- Anticipated escalations and took over calls when needed.
- Measured team performance with key metrics.
- Ran regular staff huddles.
- Trained and coached the agents when needed.

**Customer Service Representative****3/2021 to 4/2021**

Kyndryl – Canada

- Received inbound calls from the citizens of British Columbia and performed vaccination scheduling.
- Met quality assurance requirements and key performance metrics.
- Maintained updated knowledge to provide customers with accurate information.
- Resolved and de-escalated calls.

**Store Manager****10/2016 to 8/2020**

Librairie Raffoul – Raffoul S.A.R.L | Lebanon

- Managed all aspects of store operations, including organization, maintenance and purchasing functions.
- Engaged and interacted with customers to create a positive shopping experience and drive revenue growth.
- Maintained appropriate product levels and inventory controls to facilitate effective ordering and stock rotation.

**Marketing Coordinator****1/2015 to 12/2015**

Point Out S.A.L | Lebanon

- Supported the preparation of marketing campaigns based on clients' budgets and requirements.
- Monitored and maintained appropriate campaign execution and performance.
- Collaborated with designers and the editorial team on marketing materials, proofing and approving production and printing drafts of promotional materials.
- Created media bookings for clients.

**Marketing Coordinator****1/2009 to 1/2015**

Centrum S.A.L | Lebanon

- Served as the primary point of contact for incoming media calls, including requests for meetings and interviews with company executives and experts.
- Coordinated with third party suppliers to ensure proper and timely execution of marketing campaigns.
- Reviewed and prepared monthly billing.

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**EDUCATION**

**Bachelor's degree in Advertising and Public Relations – 2008** - Lebanese University – Beirut, Lebanon.

Evaluated by World Education Services (WES), as equivalent to a three-year Canadian bachelor's degree.