

**Rania Saloum**  
**(343) 997-2160**  
[raniasaloum353@gmail.com](mailto:raniasaloum353@gmail.com)  
**Kanata, Ontario**

Customer-focused professional, with outstanding interpersonal and ethical working skills. Capable of meeting deadlines and quickly learning about new products and services. Strong ability to find solutions to complex issues, potent hand-eye coordination and high attention to details

## **SUMMARY OF QUALIFICATIONS**

- Team-oriented, conscientious, and enthusiastic
- Committed to providing quality customer service with a diverse clientele
- Well organized, with strong time management skills
- Experienced working in an office environment
- Responsible, honest, and trustworthy
- Capable of working under pressure
- Knowledgeable in computer programs including Microsoft Word, Excel, PowerPoint, Outlook, and in-house software
- Proficiency in English, Arabic native, and French beginner

## **RELATED SKILLS AND EXPERIENCE**

### **CUSTOMER SERVICE**

- Recognized for outstanding customer service while working as an office administrator
- Professional and positive attitude with clients and team members
- Able to clearly communicate products and services to customers
- Quickly developed a reputation with clients as cheerful and always willing to help
- Established a rapport with customers, listening to their needs and resolving concerns to their satisfaction

### **ADMINISTRATIVE**

- Knowledgeable with computer Microsoft Word, Excel, Outlook, and Internet
- Responded to customer inquiries about products and services
- Organized tasks, kept records and ensured good time management
- Handled and effectively routed all incoming calls
- Performed daily cash and assisted in accounting procedures
- Experienced in data entry with over 5 years in airlines timetables and students' database
- Coordinated and managed appointments, meetings, and the conference room
- Welcomed visitors and directed them to the relevant office/personnel
- Carried out various clerical duties such as filing, scanning, emails, and phone calls

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## **WORK EXPERIENCE**

Receptionist	Rideau Gymnastics center	2020 - 2023
Receptionist	Newton International School	2017 - 2019
Call surveys agent	Nielsen Consultancy	2017
Chief of Scheduling	Syrian Arab Airlines	2001 - 2007
Ticketing Agent	Syrian Arab Airlines	1993 - 2001

## **EDUCATION**

- Certificate in office administration of Algonquin College 2021
- Bachelor in trade and economic, major in business management of Damascus University 1992-2000