

EMPLOYMENT HISTORY

April 2023 - February 2025	E-commerce, Suzanne Kalan	Los Angeles
<ul style="list-style-type: none">Shipping: packaged and shipped jewellery using Parcel Pro and FedEx shipping manager.Logistics/Supplies: I keep track of shipping, packaging and office supplies.Repairs: Process return labels and general information for retail and wholesale customers. I take before and after pictures, take notes to describe and assess the damage of the jewellery in our repair log.Customer service: Respond to retail customers' inquiring about repairs and the status of their repairs.Jewellery Software: used a specialised software, LogicMate, to keep inventory of all our items and process sales orders, memos, and proposals.Data/Entry: updated and re-organized the description and data (gram weight, carat, chain length etc...) of all the company's jewellery on our records using Microsoft Excel		
Feb 2022 - September 2022	E-commerce, Factory Direct Jewelry	Los Angeles
<ul style="list-style-type: none">Customer service: I responded to customers' queries concerning our product and services, in addition to updating them on the status of their orders.Data entry: organised and submitted product specifications of our new listings.Logistics/Supply chain: managed the inventory and office supplies needed for the operation of our online storefront.Management/Training: trained coworkers how to add new listings to our online storefront by preparing video tutorials.		
Feb - August 2016	Contributing Writer, The Daily Star	Beirut, Lebanon
<ul style="list-style-type: none">Wrote, edited and published news articles covering local events in downtown Beirut.Conducted interviews with members of various non-profit organisations and local businesses.Brainstorming ideas for articles.		

SKILLS

Academic Writing	Expert	Microsoft Office	Highly Proficient
Google Workspace	Highly Proficient	HTML/CSS	Highly Proficient
JavaScript	Proficient	React	Proficient

EDUCATION

Master of Arts, Philosophy, American University of Beirut	2021	Beirut, Lebanon
Bachelor of Arts, Political Studies, American University of Beirut	2015	Beirut, Lebanon

ADDITIONAL EXPERIENCE

Jan 2017 - Dec 2019	Member, Philosophy Student Society	Beirut, Lebanon
<ul style="list-style-type: none">• Organised events hosted by the Philosophy Student Society• Moderated live debates between speakers of live events.		
Jan 2012 - May 2015	Staff Writer, Outlook	Beirut, Lebanon
<ul style="list-style-type: none">• Wrote articles and published news articles covering events on campus.• Conducted interviews, fieldwork and surveys for my investigative pieces.• One of my op-eds, <i>On Education, Rights and Democracy</i>, was published in my university's quarterly MainGate Magazine.		

REFERENCES

References available upon request