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# YVONNE SALLOUM DIAB

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## PROFILE

I am a customer service, tech support and sales representative with over 2 years of experience that stems from providing excellent customer support, problem solving and building customer loyalty. Junior Trainer and Peer Advisor experience which boosted my leadership and development skills.

## EXPERIENCE

### ASURION, PREMIER SUPPORT SOLUTIONS - 2023-PRESENT

Call center experience in sales, customer service and tech support. Recognized 3 times as Hero of the Month. Peer advisor and Junior Trainer experience.

### CONCENTRIX – 2022-2023

8 months experience as a collections representative.

## EDUCATION

COLOMBO AMERICAN SCHOOL – 1ST GRADE - 9TH GRADE.  
CEPAF SCHOOL - 10TH GRADE - 11TH GRADE

## SKILLS

Excellent english level. Great sales, customer service, tech support and training experience. Leadership skills. Cheerful disposition. Works well under pressure. Collaborative and efficient. Empathic. Willing to learn.