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**Mohammad Toukan**

**EDUCATION**

**Lebanese University** Beirut, Lebanon

Bachelor in Political &Administrative Sciences 2011 - present

**Beirut Arab University**

1st year Faculty of Commerce 2009-2010 Beirut, Lebanon

**WORK EXPERIENCE**

**Customer Service Agent** May 2014 – Present

**FedEx Express** Sin El Fil www.fedex.com

Deal directly with customers and respond to their inquiries

Handle resolve customer complaints

Follow up online with FedEx offices to solve shipment problems on daily basis

Provide pricing and delivery information

Set up new customer account

Organize work flow to meet time frame

Maintain customer database

**Front Line Associate “Operation Department “** August 2011- Oct 2012

**Online Money Transfer “OMT”** Tayoune, Badaro www.omt.com.lb

• Process transactions [Western Union transfers, Cars Mechanic transactions, taxes an d fees, VAT, bills collection, Cash to Bank, Cash to Business, Cash to Government, sale of prepaid cards, etc...]  
• Receive customer’s calls & answer their queries,  
• Maintain knowledge of new services, current promotions, policies regarding payments in order to ensure company policies are adhered to at all times  
• Open and close cash registers to ensure cash control is maintained at all times, Data entry

**Cashier** March 2010- Nov 2010

**Virgin Megastores**  Beirut, Lebanon

•  Enter purchases into cash register.

•  Accept cash, checks, or bankcards for payment; completes check and bankcard transactions according to established procedure.

• Balances cash drawer and receipts; documents discrepancies.

**COMPUTER SKILLS**

Proficiency in Microsoft Office Applications (word, excel, PowerPoint, Outlook)

**TRAINING**

**Work Success Boot camp at Bank of Beirut incorporation with Amideast Beirut Lebanon (2011)**

Five-day intensive workshop to develop the skills necessary to compete in today’s competitive job market.