**Curriculum Vitae**

**Contact Information:**

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**Personal Information:**

**Birth Date:** 27 September 1995

**Place of Birth:**  Aabadieh

**Citizenship:** Lebanese

**Gender:**  Male

**Career Objective:**

It is my philosophy that we are present in this life to impress and spread success. Therefore, I am seeking to be part of growing business where I can share my knowledge, enthusiasm and experiences for the sake of collective success.

**Experience:**

1. January 2016 till present, **Customer Care Advisor** at Khoury home – Dora.

**Job role:**

* Following up orders
* Arranging delivery dates
* Raising complaints
* Providing information
* Checking online list payment
* Assisting customers in online purchases
* Reviewing delivery dates and installation
* Creating wedding list account
* Handling both inbound and outbound calls
* Dealing directly with customers

1. February 2015 till January 2016, **Tele-Sales agent** at Tele performance - Fatal Group - Beirut

**Job role**:

* Performing Tele -sales
* Doing Feedback calls
* Participating in Ramadan Campaigns
* Handling Inbound calls for **Namshi online shopping site**
* Dealing with customer of various ethnicities Arab and African

1. May 2015 till January 2016, **Promoter** at Merlun group - Hazmieh

**Job role**:

* Promoting well-known brands (Nestle)
* Sharing in sales campaigns

**Education:**

1. September 2015 till present, **Translation** at American university of science and technology **–** Ashrafieh.
2. August 2014, **Baccalaureate in Sociology and Economics** at Maroon Abboud secondary school - Aabadieh

**Achievements:**

1. Former participant in Access 8 program in collaboration with American Embassy
2. Underwent Injaz training for career choice
3. Presented a mission statement in collaboration with Momken organization
4. Placed on the Dean’s list for my outstanding university performance
5. Organized local community service for helping orphans and needy families
6. Volunteered for a duration of one month in a summer camp in public schools
7. Made an internship for few months in a translation office

**Languages:**

English, Arabic, French, Italian.

**Reference:**

Available upon request.