

Melhem Aboujaoude

Senior customer support

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Date of birth

1987-05-27

A management graduate with more than 6 years experience in all customer related fields, seeking a career position to further develop expertise and experience.

Experience

2016-01 - 2018-05	<div>Senior customer support</div> <div><i>Pin-Pay SAL</i></div> <div>Maintaining product expertise, assisting management in training and developing customer service representatives and implementing work process.</div>
2014-11 - 2015-04	<div>Service advisor</div> <div><i>G.A Bazerji and sons SAL</i></div> <div>Advising customers at Auto dealership and car repair facilities and implementing new strategies to make customer service a better experience.</div>
2013-08 - 2014-11	<div>Service advisor</div> <div><i>Bassoul Heneine SAL - BMW</i></div> <div>Advising customers at Auto dealership and car repair facilities and assisting in sales and after sales inquiries.</div>
2013-02 - 2013-07	<div>Sales associate</div> <div><i>Lacoste - HOLDAL Group</i></div> <div>Assisting customers in shop, handling customer complaints and inquiries.</div>
2011-10 - 2012-09	<div>Contractual teller</div> <div><i>BLOM Bank</i></div> <div>Handling all counter transaction as long as up-selling bank products and services.</div>
2010-02 - 2010-03	<div>Stage</div> <div><i>AUDI Bank</i></div>

Education

2006-10 - 2011-06	<div>AUL University</div> <div><ul style="list-style-type: none">BA in Business management – 2011</div>
2006-07	<div>ST Therese high school</div> <div><ul style="list-style-type: none">Lebanese baccalaureate</div>

Languages

- French (Speak, read and write/Very good)

English (Speak, read and write/Very good)

Certificates

- Customer service excellence (BANK AUDI)

Fraud policy and code of conduct (BLOM BANK)

Product knowledge (BLOM BANK)