

Hussam Ali Awada

Contact Information :

Address : Lebanon , Beirut

Date of birth :28/12/1995

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Marital Status : Single

Education

- Bac II (E.S) degree MHS school
- BA degree in Management Information Systems at Lebanese International University-Beirut

Experience

Regional Customer Experience Administrator

Azadea Group Holding

2018-present

- Organize the department's agenda and schedule as well as process all required documentation in order to support ongoing workflow
- Ensure regularly that the company's policies and procedures such as fitting room policy, exchange and refund etc. are updated and aligned with the country's legal regulations
- Validate and follow up on concerns raised by the shops across the region with the concerned parties in a timely manner
- Generate weekly, monthly, end of wave and yearly reports related to the projects launched within the department such as MS,VOC,CX-Crush, and others.
- Handle the consolidation and organization of the customers' complains and ensuring that all cases are recorded in the CRM, processed, and solved on timely manner

Sales Associate

Azadea - Zara Beirut-Beirut Souks

2017-2018

- Ensuring high levels of customer satisfaction through excellent sales customer service
- Applying cross-selling and up-selling techniques
- Assessing customers' needs and providing assistance and information on product features

- Welcoming customers to the store and answering their queries
- Ensuring daily target is achieved
- Keeping up with new fashion and trends

Application Administrator/Customer Support

Sama Telecom Beirut-Hazmieh

2015-2016

- Use computers for various applications, such as database management or word processing
- Filling excel sheets with the necessary data
- Detailed Monitoring and removing spam posts
- Reporting
- Responding to users comments and complains

Skills

Personal	Technical
Pressure Handling	Microsoft (Excel, Power-point, Word, Office, Project, etc....)
Creative	MySQL
Organized	Java
Analytical	Databases
Communicator	Tableau Software
Teamwork	Data Analysis
Multi-Tasking	Software Development Life Cycle (SDLC)
Problem solving	Basic Networking
Time Management	Reporting
Monitoring	CRM (Oracle)
Active Learning	System Analysis