

# Abir Al-Daouk

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## Personal Information

Birthday: June 9<sup>th</sup>, 1993

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## Objective

An able, enthusiastic, skilled, and reliable Business Administrator seeking a position that reflects my experience, skills, and personal attributes including dedication, meeting goals, creativity, and the ability to follow through.

## Experience

### **WARRANTY AND SALES OFFICER | YAMAHA ITANI | SEPTEMBER 2017 -**

- Verify incoming requests to ensure that they are valid, by thoroughly examining each claim.
- Examine parts and products to determine if warranty claims are valid, ensuring that any damage or tampering is taken into account.
- Respond to customers' queries and concerns regarding damaged products and valid warranty claims.
- Being in contact with the technical team to schedule work carried out as part of the claim.
- Schedule servicing or repair appointments.
- Billed customers for products and/or services.
- Checked invoices for discrepancies in price, quantity and items.
- Performed all accounts receivable functions, including issuance of invoices, credit memos, and collections.
- Facilitate cold and warm calls to prospective leads; schedule and follow through on calls with leads and current customers.
- Source and work customer referrals.
- Promote specific products as directed by upper management.
- Inform leads and customers of current upgrades to the products purchased.
- Maintain positive business and customer relationships in the effort to extend customer lifetime value.
- Track all appointments, sales, complaints, status reports, etc. thoroughly for manager review.

### **TRAINEE | BLOM BANK | NOVEMBER 2016 – MAY 2017**

- Acted as a customer service representative in the loan division.
- Managing large amounts of inbound and outbound calls in a timely manner.
- Seized opportunities to upsell products when they arise.
- Kept records of all conversations in our call center database in an organized way.

**ASSISTANT COORDINATOR | MANAGEMENT DEPARTMENT-AUL | FEBRUARY 2015 – JULY 2015**

- Provided assistance to the chief coordinator and performed tasks under his directions.
- Carried out data entry operations and verified project documents.
- Established amicable relations with all internal and external associates.

**Education****ARTS, SCIENCES AND TECHNOLOGY UNIVERSITY | 2013-2016**

Major: Business Administration

**LYCEE ZAHIA KADDOURA | 2013**

Degree: Economic Science

**Skills & Abilities**

- Results- driven.
- Highly organized.
- Team player.
- Problem solving skills.
- Excellent interpersonal and communication skills, written and verbal.
- Experienced with MS Office, EDM, Banking applications.