

KFARCHIMA-ANIS WEHBE STREET. – ANIS WEHBE BLDG BLOCK B – 3RD FLOOR
PHONE +96170238087 • E-MAIL ELIE.MCDY1@GMAIL.COM

## Elias Macdissy

<u>PERSONAL INFORMATION</u>		
Date of Birth: February 13, 1994 Marital Status: Single		
<u>OBJECTIVE</u>		
Obtain a position that allows me to implement my overall knowledge, gain the necessary experience needed for me to succeed in my job, and be able to become a source of profitability to your company.		
<u>PROFESSIONAL EXPERIENCE</u>		
	March 2018- Present	Aramex Beirut
	<b><u>Customer Account Executive -Customer Service Department</u></b>	
	<ul style="list-style-type: none"> <li>• Responsible for acting as a liaison between customers and companies.</li> <li>• Assists with complaints, orders, errors, account questions, billing, cancellations, and other queries.</li> <li>• Respond to customers' contacts (phone, e-mail, fax &amp; SMS)</li> <li>• Register the customer' requests and respond to their inquiries as per the company standard.</li> <li>• Ensure providing excellent customer service and convenience to our customers.</li> <li>• Resolve standard customer's requests and route issues that require follow-up to Customer service Team.</li> </ul>	
	June 2014- February 2018	Class Sport Baabda
	<b><u>Salesman at Class Sport</u></b>	
	<ul style="list-style-type: none"> <li>• Assist customers and provide them with the needed information on their inquiries.</li> <li>• Offer suggestions when requested by customers.</li> <li>• Maintain a high level of professionalism when aiding customers.</li> <li>• Ensure providing client with different options to choose from.</li> <li>• Ensure stock control twice a week to make sure all is available in the showroom.</li> <li>• Provide customers with information on special discounts.</li> <li>• Checking the availability of a requested piece by client in other branches and providing it at our end.</li> <li>• Placing monthly stock orders with the manager.</li> </ul>	
	May 2012 - September 2012	Aldo Beirut
	<b><u>Salesman at Aldo Hamra Branch</u></b>	
	<ul style="list-style-type: none"> <li>• Assisting customers to find their needs of garments.</li> <li>• Taking care of display every day to meet quality standards.</li> <li>• Assist colleagues in daily tasks.</li> </ul>	

<u>EDUCATION</u>	
	2012- 2017Antonine University, Baabda <b><i>BA in Business &amp; Management - Marketing</i></b> 2012 Collège Notre Dame De L'annonciation, Kfarchima <b><i>Lebanese Baccalaureate: Economics &amp; Sociology</i></b>
<u>LANGUAGES</u>	
	Fluent in Arabic, English and French – All written, read and spoken
<u>SKILLS AND QUALIFICATIONS</u>	
	Proficient in computer software including Microsoft Word, Excel, PowerPoint, Info Ax (Aramex system)  Web surfing, as an active user i managed to gather many information about the web and social media throughout a handful of years.
<u>HOBBIES &amp; INTERESTS</u>	
	<ul style="list-style-type: none"> <li>• Street wear enthusiast, always up to date with the latest trends and high end brands advertising and marketing.</li> <li>• Swimming, gaming, football, reading, hiking</li> </ul>
<u>REFERENCES</u>	
	References are available upon request