

Amal Dakduk

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Career Progression

Fresh Tree SAL.

April 2019 – present

Sales

- ✓ Up-selling / link selling focusing on increasing product revenues.
- ✓ Shift closing.
- ✓ Following Financial Policies and Procedures.
- ✓ Customer Satisfaction.
- ✓ Receiving all methods of payments.
- ✓ Answering all guest requests and taking all appropriate actions.
- ✓ Informed and knowledgeable.
- ✓ Maintain neatness of the working area.
- ✓ Leading Quality Assurance.

CFC Capital Finance Company

May 2017 – September 2017

Account Analysis

- ✓ Engage in customer support and service.
- ✓ Conduct SWOT analysis.
- ✓ Maintain accounts control.
- ✓ Review daily front work.
- ✓ Enforce all cash-handling, check-cashing, and credit policies.
- ✓ Resolve guest problems quickly, efficiently, and courteously.
- ✓ Ensure logging and delivery of all messages, packages, and mail in a timely and Professional manner.

Extra-Curricular Activities

Chairman of Dessert Stream Club

September 2016 – present

Charity work

- ✓ Community service
- ✓ Developed social skills

Computer Literacy

- ✓ Microsoft Office (Full Package)
- ✓ Java script
- ✓ Access
- ✓ Intelli J
- ✓ HTML
- ✓ CSS
- ✓ SQL

Education

Haigazian University, Beirut, Lebanon

- ✓ BS, Computer Science
- ✓ Graduated high school from west hill college.

Expected June, 2020

Languages

- ✓ Arabic: Native
- ✓ Spanish: Native
- ✓ English: Bilingual Proficiency

