K h a l e d   I t a n i

CONTACT

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🏠 Beirut, Borj Abu haidar

SKILLS

→ Good communication skills

→ Languages: Very good in English and expert in Arabic

→ Computer knowledge

→ Work under pressure

→ Microsoft skills: Word, PowerPoint, Excel

EDUCATION

AOU University
Computer science major 2nd year
In progress, graduation expected
In 2019-2020

Games Land company from year (2014-2015)
Location: Beirut, malla street
Job Role: Customer service
Responsibilities:
- Managing incoming calls and customer service inquiries
- Identifying potential customers and targeting them
- Identifying and assessing customers' needs to achieve satisfaction
- Advices customers by providing them information about product.

Pied Fan company from year (2015-2016)
Location: Beirut, Mar-Elias street
Job Role: Customer service
Responsibilities:
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Perform quality check on product
- Managing and performing reports on stock products
- Accepting payments from customer.

Lida Call company (touch agent) from year (2016-2017)
Location: Beirut , Salim Salaam
Job Role: Customer service
Responsibilities:
- Managing incoming calls and customer service
- Taking POS from Customers and handling it to Touch
- Selling Touch Cards and Sims
- Accepting payments from customer

VFG Visa for the globe company from year (2017-2018)
 Location: Beirut, Down Town
Job Role: Customer service
Responsibilities:
- Front and Back office
- Making appointments
- Handling passports
- Checking visa status
- Managing incoming calls
- Making applications

IT Solution   company from year (2018-2019)
Location: Beirut, Hamra
Job Role: Data Entry
Responsibilities:
- Entering data (FoxPro system), updating checking cases status, sending mails, printing invoice and receipt
- Calling and Answering clients
- Handling cases, Accepting payments