

Dima Abou Hamze

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Experience

Sales

Marcelina Beirut, Lebanon

May-2016 - June-2017

- Work with customers to find what they want, create solutions, and ensure a smooth sales process.

Customer Service / Call Center Agent

Grand Cinemas Beirut, Lebanon

October-2017 - March-2019

- Obtain client information by answering telephone calls, interviewing clients, and verifying information.
 - Inform clients by explaining procedures, answering questions, providing information, as well as maintaining communication equipment by reporting problems.
 - By helping customers understand the offers/products/items and answering questions about their reservations, they are sometimes seen as having a role in sales.
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Education

Forensics Science

American University of Science & Technology (AUST)

Beirut, Ashrafieh - Graduating in spring 2020

Certifications & Courses

International Computer Driving License (ICDL)

First Aid

Skills

- Attention to detail and organization
- Clear and effective communication
- Fielding dozens of topics
- VISTA
- POS
- Word/Excel/Power Point

Languages

- Arabic (Native Language)
 - English (Advanced)
 - French (Intermediate)
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Interests

- Social Hobbies
- Traveling
- Ticketing & Tourism
- Child Care
- Social Media
- Communication