

ZEINAB OMAR HOUHOU

Lebanon, Souk Elgharib

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" Objective "

"Seeking a customer service intermediate position, where I may employ the capabilities and skills I have acquired during my years of experience, to pursue my career in the customer service area and reach higher position.

" Professional Summary "

"A professional Community Support Representative, with 9+ years of experience, during which I have acquired skills in problem-solving, professional interaction with customers, timely response to their queries, and tracking their feedback to ensure customer satisfaction, I am also flexible and easily adapting to multi-cultural environments, after having worked in different work environment and dealt with customers with different backgrounds.

"SKILLS"

- Customer service
- Sales
- Problem solving
- Teamwork

"Work Experience "

Uber Expert and trainer

Aug 2016_May 2020 (Bchara Elkhoury)

- Work as an expert of supporting PD
- Work as a trainer for PD's to be professional with clients
- Organized customer information and account data for business planning and customer services planning

Land Mark. Sales team leader

Jan2014_July2020

- Manage Sales team and monitor their performance
- Track sales data and ensure target is fulfilled
- Mentor team members whenever needed

"LANGUAGE "

- ENGLISH :Very good speaking and writing
- ARABIC : excellent speaking and writing