

Abbass K. Kazan

Hamdan and Atiya bldg., 1st floor,. Beirut, Lebanon

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EDUCATION

Sagesse University – Faculty of Economics and Business administration, Beirut, Lebanon Jan '17

Bachelor of Business administration and Human Resource Management (3.39)

Lycee Des Arts, Beirut-Hadat, Lebanon Jun '13

Lebanese Baccalaureate, Sociology and Economics

PROFESSIONAL EXPERIENCE

FitBound Gym/Physical Fitness Center

Jun '19 – Nov '20

Front Desk Receptionist/Sales

- Greeting members as they arrive.
- providing information on fees, packages and offers (including fitness programs or supplementary products)
- cashiering and providing membership cards
- handling calls and solving issues of members

Hotel Charles, Beirut, Lebanon

Mar '18 – Feb '19

Front Desk Receptionist

- Welcoming guests as they arrive.
- Checking Guests In and Out, Issuing keys.
- Taking reservations by telephone or email.
- Preparing bills and dealing with payments.
- Provide guests with information, answer their queries and deal with complaints

Azadea Group, Bershka Le-mall, Dbayeh

Jan '18 – Feb '18

Sales Associate support (temporary)

- Communicating with customers in order to insure a transaction goes smoothly and satisfy their needs.
- Help customers choose between the stores various types of products
- Build a good relation with the customers and maintain a high level of customer service.

BDL (Central bank of Lebanon), Beirut, Lebanon

Jul '17 – aug' 17

Trainee

- Certified training at Central bank of Lebanon
- Training included all the departments of the bank
- No practical training was done.

Al-Hakim Library, Beirut, Lebanon

May '11 – Oct '11

Stock keeper, and Customer Service Agent

- Maintain an accurate inventory of finished goods (Library Products)
- Monitored the process of receiving products , and distributing them in an organized way to be reachable easily when needed
- Communicate with customers and satisfy their need in case they needed any help.
- Make sure there is no shortage in stock or on displayed products.

LEADERSHIP AND SKILLS

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- **Certificates:** One month certified training at BDL (Central Bank of Lebanon) The Training didn't include any practical work.

- **Skills:** proficiency in Microsoft Office (Word, Excel, Power Point); familiar AutoCAD and Photoshop(Basics).
A can-do attitude, Strong organizational and planning skills, consistency and attention to details.
Ability to communicate at different levels written and oral with staff and customers. Ability to work under pressure.
Good analytical skills concerning mainly problem solving. Familiar with the importance of managing diversity and its importance in improving work fields. Team worker.
- **Languages:** Fluency in English and Arabic (native); intermediate level French.
- **Interests:** Football, Basketball, Bodybuilding, hiking, photography, and Reading Psychological books.

References

- **Dr. Dory Daw – Professor at Olayan School of Business at AUB : 009613258644**
- **Dr. Nada Khalil- European HR Expert and professor at Sagesse University: 009613668700**
- **Ahmad Haydar General Manager at Hotel Charles: 009613852327**
- **Hamdan – Owner of FitBound Gym: 0096170845092**