

# Ramzi Youssef Bohsali

Beirut, Lebanon; Mobile: +961 3 079160 ; E-mail: [bohsali2r@hotmail.com](mailto:bohsali2r@hotmail.com) ; LinkedIn: <http://linkedin.com/in/ramzi-bohsali-9241a4168>

Dynamic and committed professional with proven experience in customer service and public relations.. Looking forexpandingmy experience by utilizingmy previously acquired skills and competencies, across local and international hospitality industries. Specialty in customer service and hospitality...

## Cluster of Competencies

- |                      |                         |                            |
|----------------------|-------------------------|----------------------------|
| ⊕ Business Planning  | ⊕ Operations Management | ⊕ Performance Management   |
| ⊕ Complaint handling | ⊕ Resolving conflicts   | ⊕ Relationships Management |

## PROFESSIONAL EXPERIENCE

**Volunteering** | UNITED NATIONS DEVELOPMENT PROGRAMME– Beirut, Lebanon Sept 2020 – March 2021 Volunteered with Rashet Kheir NGO in collaboration with UNDP. Main responsibilities included site survey and assessment of refugees and Lebanese families in Medwar Karantina area. The survey covered 750 families divided into zones.

**Customer Service Officer** | ABC Verdun– Beirut, Lebanon

April 2017 – April 2020

### Job Profile

- Attracted potential customers by answering product service questions and suggested information about others
- Opened, maintained customer accounts by recording, updating account information, maintaining customer records
- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; resolving
- Maintained financial accounts by processing customer adjustments. Recommended potential products or services to management by collecting customer information and analyzing customer needs. Prepared product or service reports by collecting and analyzing customer information. Contributed to team effort by accomplishing related results as needed.

**Internship - Public Relations** | ABC Dbayeh– Beirut, Lebanon

October 2016 – April 2017

### Job Profile

- Developed and put in place communication campaigns and strategies for clients. Planed public relations programs, including developing budgets. Helped clients develop and manage their brand identity.
- Monitored the public's opinions on clients and topical issues. Communicated client strategies and issues to management team. Represented clients in discussions with government departments, special interest groups.
- Responded to media and public enquiries, arranged interviews with media outlets and prepared press releases.
- Written, edits, and produces newsletters, brochures, and other publications for clients.
- Assisted clients with the preparation of annual reports, business profiles, and other corporate documents.

**Internship - Activations and Events Department** | ABC Dbayeh– Beirut, Lebanon January 2016- October 2016

### Job Profile

- Created event proposals which fit client requirements and presenting proposals by deadline. Maintained a working relationship with vendors & venues. Coordinated event entertainment, including music, performers & guest speakers.
- Stayed under budget while planning event specifications. Managed and oversaw events on the day of, including problem-solving, welcoming guests, directing event set-up, communicating with staff, and organizing vendors.
- Communicated with marketing team to create effective advertisements for each event, and when necessary crafting marketing materials such as print and Internet advertisements for individual events.
- Created sales opportunities for future events during client liaisons and during events, including possessing a strong working knowledge of the company to further these sales opportunities.

## CREDENTIALS

### Education:

- Bachelor's Degree in Public Relations, American University of Science & Technology (AUST) September 2014 - Dec 2019
- Freshman – Business Studies, American University of Beirut (AUB) September 2012- June 2014
- City international School (C.I.S), High school - Beirut, Lebanon September 2009 - June 2012
- Grand Lycée Franco Libanais, Secondary School - Beirut September 2005 – June 2009
- Ecole Française Louis Pasteur Lagos, Elementary School– Nigeria September 1996- June 2004

## OTHER PARTICULARS

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|---|---|
| • <b>Date of Birth:</b> May 20, 1993              | • <b>Marital Status:</b> Single                       |
| • <b>Languages Known:</b> English, Arabic, French | • <b>Passport No:</b> LR1809648, Valid till June'2025 |
| • <b>Nationality:</b> Lebanese                    | • <b>Computer Proficiency:</b> MS Office Programs     |

