

Ayman Ibrahim Youssef

June 25 , 1996

Lebanese, Single

Beirut, Lebanon

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Skills

- Planning and organization skills
- Time management
- Presentation skills
- Analytical and problem solving skills
- Effective communication skills
- Fast learner and easily embraces new concepts

Education

2015 - Present	MIS Arts Sciences and Technology University of Lebanon (AUL)
2013 - 2014	Lebanese Baccalaureates - SE Al Risala High School

Professional Experience

Customer Service Representative – FNB Finance (2015 - 2018)

- Resolve customer complaints via phone or e-mail
- Verify account information, greet customers warmly and ascertain problem or reason for calling
- Cancel or upgrade accounts, Place or cancel orders
- Assist with placement of orders, refunds, or exchanges
- Take payment information and other information such as addresses and phone numbers, acting as the company gatekeeper
- Suggest solutions when a product malfunctions
- Handle product recalls, close out or open call records
- Inform customer of deals, promotions, and company information
- Sell products and services, and read from scripts

Languages

Arabic	Mother tongue
English	Fluently read, written and spoken
French	Fluently read, written

Computer Literacy

Office software	MS Word, MS Excel, MS PowerPoint, JAVA, SQL, C, C+, & Oriented Object
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