

Mohamad Ali Moussawi

Address : Beirut-Lebanon
Nationality : Lebanese
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OBJECTIVE

Full time position in quality management or customer service department in a people-oriented organization where I can maximize my quality-customer-service experience in a challenging environment to achieve the corporate goals. I am single, so I am open to work abroad and travel.

EDUCATION

2005–2009 | **American University of Science and Technology (AUST)** Achrafieh, Lebanon
- Achieved Bachelor degree in Management Information Systems

2003–2004 | **Collège des Pères Antonins** Baabda, Lebanon
- Achieved a degree in Life Sciences

EXPERIENCE

November 09 – October 2012 | MTC Touch | Beirut
Call center Representative Customer service / Customer Care Department

- Assisting customers and solving customer complaints and queries
- Deal with complaints in a professional and timely fashion.
- Deal with difficult situations in a friendly manner and strive to find a speedy solution.
- Take on responsibility of documentation as required and requested.
- Adding and cancelling of services on routine bases.

October 2012 – June 2016 | Hilti Lebanon | Dora
Call center Representative Customer service / Customer Care Department

- Prepare analysis, agendas, content, materials, and follow up documentation
- Exploring client needs during the course of the sales process.
- Provide support for ongoing customers by answering inquiries, tracing order status or product shipments.
- Give support to sales team about customers' inquiries, quotes and leads.
- Following up with the responsible employee/salesman regarding balances of clients and pending financial issues.
- Scanning, Linking, and Filing of Quotes/Order Entries (as needed).
- As an added part of my responsibility I worked as a showroom sales representative to help walking in customers to Hilti's showroom and sell them our products and services. I am also responsible of the daily journal and cash transactions while in this position.

July 2016-Present | Team Pro Lebanon| Sin El Fil
Quality Manager / Quality Department
Sales Coordinator/ Customer Care Department
Accounting Assistant/ Accounting Department

- Conduct internal audits for all departments to ensure all processes are respected and identify deviations from quality standards.
- Approve the right products or reject defectives
- Submit detailed reports to appropriate executives
- Set up and maintain controls and documentation procedures
- Use relevant quality tools and make sure managers and other staff understand how to improve the business
- Look at ways to reduce waste and increase efficiency
- define quality procedures in conjunction with operating staff
- Review existing policies and make suggestions for changes and improvements and how to implement them
- Following up with the responsible employee/salesman regarding balances of clients and pending financial issues and monthly forecast report
- I work also as a showroom sales representative to help walking in customers and sell them our products and services. I am also responsible of the daily journal and cash transactions while in this position.
- Also as an accounting assistant I was responsible for preparing salaries and entering all bank transactions and receipts and check bank reconciliations.

LANGUAGE SKILLS

Native language: Arabic
Fluent in English and French

COMPUTER SKILLS

Microsoft Office (Excel, Word...) Access Database
SQL
JAVA
Programming
Cisco Networking Certificate
DOLPHIN & SOCRATE

PROFFESIONAL SKILLS

Selling Skills
Communication Skills
Team Work

HOBBIES

Sports, music, internet and reading

REFERENCES

Available upon request