

Ramzi AlArja

Customer support specialist.

A professional-level customer support specialist having tons of experience in maintaining customer satisfaction. My added value is ensuring a unique yet awesome image is represented by me to the company's clients. My optimum goal is to ensure exceptional customer service standards and sustain high customer satisfaction levels. Actively seeking a position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction.



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WORK EXPERIENCE

Sales Associate

H&M

12/2017 - 10/2020

Lebanon, Saida

H&M Global Outfitters

Achievements/Tasks

- Sales associate in one of the largest fashion retail groups, my main run was identifying customers' needs to deliver customer satisfaction. My duties included providing valid and comprehensive information to customers to enhance a buying decision, managing complaints, processing returns, and day-to-day transaction and system entries.

Contact : Mohammad Al Jammal (Store Admin) - 961-03103657

Promoter

Duty Free Shops BRH Int. Airport

12/2017 - 12/2017

Beirut, Lebanon

Beirut Rafik Al Hariri Duty Free Shops

Achievements/Tasks

- Training at Phoenicia-Aer Rianta as promoter during summer vacation. Duties included, customer service, point of sales cash out, merchandising, and participating in marketing campaigns.

Public Safety officer

Oummal NGO

07/2021 - 03/2022

Sidon, Lebanon

Corona Virus fight

Achievements/Tasks

- Covid response call center operator. The main quest was handling high amounts of calls from clients located all over Lebanon. Job responsibilities also included entering data into dedicated business software, searching up client medical health files, and responding to client and manager emails. The job helped grow my skills in call center operations and office work everyday duties.

EDUCATION

Masters in Marketing

Lebanese International University

12/2022 - Present

BA in Finance

Lebanese International University

06/2017 - 06/2020

GPA 3.24

SKILLS

Communication skills

Good listener

Multi task

Time Management

Computer literate

Negotiation

Team work

Sales and marketing

Crypto exchange

Decision making

Google Analytics

PERSONAL PROJECTS

Freelance Data entry (02/2021 - 05/2021)

- During the Covid19 pandemic I worked in data entry as a freelancer, I've been handled Election books that I had to organize, filter, and enter its raw data into neat and organized Excel spread sheets.

ACHIEVEMENTS

Google certified IT support Specialist
(02/2022 - Present)

In this course, I was introduced to the world of Information Technology, or IT. I learned about the different facets of Information Technology, like computer hardware, the Internet, computer software, troubleshooting, and customer service. This course covers a wide variety of topics in IT that are designed to lead to success in IT.

Google Certified Data Analyst Associate
(05/2021 - 11/2021)

Completed extensive six-month job-ready Google Career Certificate training. Demonstrated hands-on experience with data cleaning, data visualization, project management, and interpreting and communicating data analytics findings. Confidence in transforming complex data into actionable and clear insights.

LANGUAGES

English

Full Professional Proficiency

Arabic

Native or Bilingual Proficiency

INTERESTS

DEFI

GameFI

Metaverse

Blockchain tech

cryptocurrency

Tokenomics

Launch Pads