

ABBAS SALLOUM

CONTACT

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DOB: 01/01/1998

PROFILE

Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

CERTIFICATIONS

- Fitness Zone 6-Months Coaching Program
- Certificate of Attendance
- Successfully completed the program
- Date: 5th July 2023

- Red Cross First Aid Certification
- Certificate in First Aid
- Completed comprehensive first aid training
- Date: 14 Sep 2022

EDUCATION

- **Lebanese International University**
- Computer & Communication Engineering
- 2021/2025
- **CIS College**
- Technical Baccalaureate degree (Bt3)- Information Technology
- 2016/2017

EXPERIENCE

- **Customer Care Agent (Receptionist) 2023 – Present**
Fitness Zone LB

- Provide exceptional customer service at the gym's front desk
- Handle inquiries, registrations, and membership management
- Assist with scheduling appointments and resolving customer concerns
- Collaborate with the team to maintain a clean and welcoming environment

- **Customer Care Agent (Receptionist) 2022 – 2023**
Champs Sports & Fitness Center

- Provide exceptional customer service at the gym's front desk
- Handle inquiries, registrations, and membership management
- Assist with scheduling appointments and resolving customer concerns
- Collaborate with the team to maintain a clean and welcoming environment

- **Technical Support Specialist 2021- 2022**
Mobi Net

- Insure proper troubleshooting of Core network elements (routers, switches, services, etc...).
- Update Network documentation and database, informing Planning team accordingly when required.
- Follow up all handled cases end to end (until case closure, even when transferred to other teams).
- Provide initial fault isolation, proactive maintenance, status of data circuits, and monitoring of customer network equipment.

- **Cashier & Call Center Operation 2018 – 2020**
Le Sushi Bar

- Answering customer calls, listening to their concerns and solving problems.
- Provides a positive customer experience with fair, friendly, and courteous service.