



DANI ZEIN EL DINE

- Seeking a challenging position in a progressive organization that offers opportunities for advancement and where my experience and skills can be employed and developed.
- Having over 6 years of total experience in managing customers and achieving their satisfaction by supplying them with best services and in sales and customer service.

PERSONAL

- Name**
Dani Zein Eldine
- Address**
Mussafah, Abu Dhabi, UAE
- Phone number**
+971583048103
- Email**
dani_zad_954@hotmail.com
- Date of birth**
06-07-1994
- Place of birth**
El Ghobairi
- Gender**
Male
- Nationality**
Lebanese
- Marital status**
Single
- LinkedIn**
<https://www.linkedin.com/in/dani-zein-eldine-6b2aa41b6/>

INTERESTS

- Reading
- Body Building
- Swimming

LANGUAGES

- English ★★★★★
- Arabic ★★★★★



WORK EXPERIENCE

2018-2021

Network and Communications Specialist

[D-Light Net, Damour, Lebanon](#)

- Customer service management including marketing and customer relationship management.
- Identify and assess customers' needs to achieve satisfaction
- Network and fiber-optic installation through switches, OLT and ONU.
- Router and wireless installation and configuration (access point, station-bridge, WiFi router)
- Network troubleshooting and technical maintenance.

2019-2020

Systems Implementation and Support

[Brain Development Company, Beirut, Lebanon](#)

- Install and implement software system for clients.
- Ensure that purchased software systems meet clients' technical needs
- Customize the software according to clients' needs and specifications
- Train customer end users for using the software.
- Follow up and support customers and end users.

2018-2019

Sales and Customer Care Representative

[Citrus TV Call Center, Sin El Fil, Lebanon](#)

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Dealing with customers locally and internationally and especially from GCC

2015-2016

Salesman

[Nautica, Beirut, Lebanon](#)

- Demonstrate and explain merchandise and best seller items to customers according to their preferences.
- Assist customers with purchase decisions.
- Selecting and suggesting options suitable for the customers' needs.



EDUCATION AND QUALIFICATIONS

- 2014-2018 **Bachelor in Management Information System**
Lebanese International University, Beirut, Lebanon
- 2014-2015 **BT3 in Marketing and Commercial Science**
Bir Hasan Technical Institute, Beirut, Lebanon



REFERENCES

References available on request.



SKILLS & Applications

SAP Customer Service	★★★★★
ZIWO Software	★★★★★
Brain CRM	★★★★★
Tableau Business Intelligence	★★★★★
Mikro tik	★★★★★
Networking	★★★★★
Presentation Skills	★★★★★
Communication Skills	★★★★★
Convincing Skills	★★★★★
Organizational Skills	★★★★★
Microsoft Office Tools	★★★★★



COURSES

- Apr 2020 - Apr 2021 **Fiber-optical Insallation**
Fiber Learning Center
- Jan 2018 - Jun 2018 **Business Intelligence**
Lebanese International University
- Jan 2017 - Apr 2017 **Knowledge Management**
Lebanese International University
- Sep 2016 - Nov 2016 **CCNA 1, 2**
CICCO Networking Academy
- Jun 2014 - Jun 2014 **MikroTik Software**
Wireless Network Academy