
Ghassan Kadouh

LEBANESE

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Academic values, principles and codes of ethics and morals had long since been ingrained in my system and personal makeup. Also very presentable, self-motivated, reliable, trust worthy, prompt and a hard worker. Gained a cross-section of skills such as communication, teamwork, problem-solving, multitasking, consistency and attention to detail that can be fully utilized in various roles and industries.



WORK HISTORY

CITRUSS TV BEIRUT

Team Leader | BEIRUT - LEBANON | May 2021 – till now

Promoted within a nine-month timeframe for exceeding goals and targets.

Monitor all calls to ensure that due procedures and quality standards are adhered to; Motivate my team to optimum performance levels to achieve agreed targets; Provide clear and concise direction, support and guidance to the team through effective coaching and leadership; Facilitate and organize training sessions for all agents; support the team with administrative tasks, such as the production of function sheets; Submit regular reports to management and seek new ideas and strategies to improve performance

Outbound Agent | BEIRUT - LEBANON | July 2020 – May 2021

Answered and made calls to clients to sell products and place customer orders in the computer system, provided product and service information to customers utilizing software, databases, scripts, and tools appropriately; seized opportunities to upsell products ; identified customers' needs, clarified information, researched every issue and provided solutions and/or alternatives; built sustainable relationships; Met personal/team qualitative and quantitative targets; Recognized, documented, and alerted the management team of trends in customer calls; Followed up customer calls where necessary.

FREELANCE CAR SALES AGENT

Salesman | BEIRUT - LEBANON | September 2018 – till now

Understand the characteristics, capabilities, and features of all cars, and provide the potential customer with detailed information; meet with customers to determine their specific needs and wants, making suggestions as appropriate; Commission based sales position

FOUR SEASONS HOTEL BEIRUT

Barista / Server | BEIRUT - LEBANON | September 2016 - JUNE 2020

Prepared and served beverages having a wide knowledge of brewing methods and specialty drinks according to established recipe and presentation standards, properly handled all equipment and maintained a clean and well-stocked workspace, ordered, received and distributed stock supplies; served customers quickly and efficiently, adhered to all relevant food safety regulations and quality controls; adhered to grooming and appearance standards.

CASPER AND GAMBINI'S

Team Leader | BEIRUT - LEBANON | 2013 - 2016

Greeted customers and escorted them to their tables, gave instructions to the staff and kitchen, ensured that tables are set properly and that beverage and other workstations are in order and fully stocked, and that the tableware is fully presentable; used a POS ordering software (name: SQUIRREL), ensured that the billing procedure is correct and signed at completion of each meal.

SUSHIWA

Supervisor | BEIRUT - LEBANON | 2012 - 2013

Ensured that the service is at all times performed in a professional manner and to the style as specified by the upper management; welcomed, escorted and took food orders from customers; communicated order details to the kitchen.

COZMO CAFE

Waiter | BEIRUT - LEBANON | 2012 - 2012

Greeted and seated customers and communicated clearly with them about all menu items, took accurate food and beverage orders, cleaned and maintained tables and stations in a neat manner, used a POS ordering software (name: OMEGA), checked dishes and kitchenware for cleanliness; reported problems to kitchen staff.

THE MET

Waiter | BEIRUT - LEBANON | 2011 - 2012

Catered to guests and seated them, presented the menu and provided detailed information, arranged table settings and maintained a tidy dining area.

BUTTERMINT

Runner | BEIRUT - LEBANON | 2011

Assisted customers with their orders and delivered food orders in a timely manner; helped waiters set up tables by placing appropriate tableware.

EDUCATION:

* *law school*

* *Green Lebanon School*

LANGUAGES & SKILLS:

ARABIC (NATIVE)

ENGLISH (NATIVE)

FRENCH (LIMITED

WORKING PROFICIENCY)

SKILLS:

- **MICROSOFT EXCEL**
- **MICROSOFT POWERPOINT**
- **MICROSOFT OUTLOOK**
- **POS SYSTEMS**

LEADERSHIP & ACTIVITIES

Civil Defense Honors – 2005

By Civil Defense Department– Lebanon

Computing Core Certification, IC3- 2010

300+ hours of Volunteer Work – 2012 - 2013

Community Service / Tutored Syrian refugees various academic subjects