

Mohammad Ballan

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SUMMARY

Hardworking Mechanical Engineering student and Tele sales Consultant at Exclusive Management with a proven track of Increasing the number of sales leads per day by 25% through implementing sales script updates. Eager to be challenged to grow and expand on the skillset gained throughout the years.

WORK EXPERIENCE

Exclusive Management *Telesales Consultant*

Beirut, Lebanon
September 2021 - Present

- Engaged customers to create friendly and interesting customer-centered conversations
- Listened to customer concerns and assured their complete comprehension of transactions, resulting in client satisfaction increase of 17%.
- Established connections with 20+ people per day to generate my own leads.
- Made at least 30 phone calls per day to maintain contact with those leads.
- Conducted tours of our facility for inquiring guests.
- Demonstrated leadership to newer employees.
- Attained sales goals on a weekly basis.

Coral beach *Waiter*

Beirut, Lebanon
July 2016 - December 2018

- Administered working under pressure by prioritizing tasks during peak hours
- Managed service issues on a regular basis when customers were not satisfied with orders
- Demonstrated multi-tasking when attending to several tables at once
- Maintained a positive attitude when dealing with stressful situations
- Delegated a strong sense of responsibility through overseeing fellow servers closing duties
- Communicated with customers and staff to provide an ideal customer dining experience.

EDUCATION

Lebanese International University *Bachelor of Science in Mechanical Engineering – MENG*

Beirut, Lebanon
2020 – 2023

- A four-year, full-time bachelor's degree program that uses the principles of physics and materials science for the analysis and design of mechanical and thermal systems

VOLUNTEERING

Nerd championship

LAU Byblos
November 2018

- Assisted in execution of setup from start to finish
- Managed food being restocked throughout the lunch time
- Maintaining a welcoming environment and reinforcing ethics set for the competition

INJAZ Lebanon

Shakib Erslen Beirut

- Developed strong leadership skills through guiding and mentoring students
- Organized the INJAZ project (Water drop foundation) aiming to advance the Business industry
- Facilitated students in collaborating to become more involved within the INJAZ project

Private teaching

- Guided students to become more independent and confident learners in Mathematics
- Maintained a disciplined learning environment enforcing punctuality and motivation toward students
- Established diligent communication with parents and students
- Provided scheduled social and educational peer support to ensure a positive and smooth understanding of the subject