

Mohamad Hachem

Bchamoun - Lebanon

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Objective

Customer service and sales expert who identifies customer needs and delivers effective solutions to problems. Committed to providing high-quality customer care to create a positive shopping experience. Personable and professional under pressure with motivated, energetic nature.

Professional Experience

MobiCare Mobile Shop

2020-2021

Sales, maintenance and Customer service

Beirut, LB

- Offer information on product lines, service offerings and demonstrations
- Return sales inquiry calls and determine how we can help the potential customer with equipment needs
- Collaborate with management and outside sales representatives on receivables and delivery schedules
- Answered phones and handled all communications for new clients
- Scheduled appointments and meetings for the team and provided weekly schedule updates
- Comfortable with working in a rapidly changing, technically complex environment
- Assisted customers in selecting the right phone or accessory by asking open ended questions to determine each customer's need while explaining the performance and suggesting upgrades and optional equipment available
- Reported to the middle management on contracts, sales objective, activities, and review and analysis of prospects

Middle East Airlines Ground Handling (MEAG)

2018- 2020

Customer service/ Counter-Gate checking

Beirut, Lebanon

- Counter/gate checking
- Welcoming passengers, weighting passenger luggage
- Offering traveling solutions and answering to passenger inquiries
- Coordinate with supervisor to determine staffing needs for gate and ground operations

- Communicate changes in company rules and procedures
- Secure gates by communicating with aircraft and relaying messages to ramp and ticket counter
- Fielded incoming calls, greeted customers, answered travel inquiries, tagged and handled baggage and collected baggage fees all gate, secured flights, processed reservations, and monitored cabin availability
- Provided accurate gate, flight arrival, and departure information and answered general question

Cookies and More

2018

Customer service and sales assistant

Beirut, Lebanon

- Offered professional answers and advice to curious clients encouraging them to schedule a visit to the showroom
- Memorized store organization system, as well as special products and discounts
- Fielded customer complaint and issues with 90 % of issues resolved to customer satisfaction
- Maintained friendly and positive attitude all the time

Education

Bachelor of Business Management

LIU University,

Graduation Date: July 2021.

Courses taken: Introduction to the world of business- Business Statistics- Business and Managerial Math- Introduction to computers – Principles of accounting- Marketing theory and Principles – Introduction to business management – Management Information Systems – Introduction of Microeconomics and Macroeconomics - English (Composition and research skills, communication skills..) - Quantitative Methods of Business Decisions- Introduction to Business Law - Business Finance- Research methods for Business – Human Resource Management- International Business – Financial management- Business ethics – Global Strategic management – Customer Service Management – Sales management- Managing entrepreneurship...

Lebanese Baccalaureate in sociology and economics.

Amjad School,

Graduation Date: 2018.

Skills

- Good communication skills
- Keenness to join a winning team
- Possess good customer service skills
- Ability to meet up tight deadlines
- Highly proficient in Microsoft Office Suite of Products; Excel, Word, Outlook etc
- Good ability to work with hiring manager
- Capability to create and maintain helpful environment for candidate and clients
- Exceptional research and analytical skills
- Outstanding management and organization skills
- Complete knowledge of candidate interview
- Excellent documentation and negotiation skills
- Strong problem solving skills
- Ability to understand and perform responsibilities
- Fluent in French, English and Arabic.

Certifications & Training

- FAA Certifications: Certificate of Demonstrated Proficiency
- CPR and First Aid Certified, and trained in AED