

# Hamza Al Sayegh

Customer Service Representative - TeleSales

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📞 96171906041

📅 25 December 1995

## PROFILE

Ambitious and self-motivated individual with 2 years experience in Customer service field, excellent knowledge of Communication skills, working knowledge, Adaptability, working under pressure, and responsiveness. Seeking for a challenging role in a reputable organization to utilize my customer service skills for the growth of the organization.

## CAREER

**August 2021 –  
October 2021**

**Al Allam Cleaning WLL – Aley - Lebanon**

Booking Agent - Customer Service Representative

- Answer phone calls and WhatsApp messages to assist customers about the services and products
- call customer to make sure if they are satisfied with the services And forwarding the complaints to the related department
- Replying to messages received over social media and online chat
- Booking cleaning session on the system
- sending marketing messages about offers and services

January 2017 –  
December 2017

**Touch Lebanon** – *Beirut - Lebanon*

Tele Sales

- Contacting existing customers to inform them about new products and service released by the company using scripts
- Answering questions about any product , service or the company
- Contacting existing customers to inform them about new products and service released by the company using scripts
- Ask questions to understand customer requirements and close sales
- Enter and update customer information in the database
- Provided primary customer support to internal and external customers.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Recommend products to customers, thoroughly explaining details.

## EDUCATION

September 2017 –  
August 2022

**American University Of Science And Technology** – *Achrafie - Lebanon*

Business Management with Enterprise In Project Management

## LANGUAGES

English



Arabic



## SKILLS

MS Office

Social Media

Customer Satisfaction

Team work

**Customer Service**

**Communication**

**Phone etiquette**

**Customer Care**

**Presentation Skills**

**Problem Solving**

**Web Chat**

**Time Management**