

# Hossam Chehade

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## Hossam Chehade (He/Him)

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## Objective

My goal is to join a respectful and reputable team that will enable the utilization of my problem solving and organizational skills of customer satisfaction to our mutual benefit.

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## Experience

### Smart Business SAL / Intern Merchant Relations

December, 2021 – January, 2022, Galaxy Complex, Beirut, Lebanon

- Welcomed 20 merchants and built a good business relationship with them.
- Trained the merchants personnel on self-management and usage of SendMe App.
- Provided marketing recommendations and support in executing marketing activities to boost performance and traffic.
- Prepared 40 Merchant's campaigns and launched them.
- Kept in touch with the merchants to assure their outlets are up to date.

### Zaatar w Zeit / Operator

June, 2021 - October, 2021, Ashrafieh

- Answered between 80 to 140 phones per shift from customers professionally and responded to their inquiries and complaints.
- Provided customers with the organization's service and product information.
- Research required information using available resources.
- Completed call notes and call reports as necessary and updated them in the CRM.

### El Estez Snack Station / Duty Manager

September, 2020 - May 2021, Sodeco

- Oversee daily operations, ensure employee productivity, monitor efficiency of all processes and create a positive work environment for employees, meet regularly with upper management to stay up-to-date with organizational changes, issues and improvements.
- Handled calls from customers, listened to them in order to understand their needs better, and offered possible fair and friendly solutions.

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## Education

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**Lebanese International University / BBA in International Business Management** September, 2019 - June, 2022, Beirut

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## Awards

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- Students` Representative of the IMGT and BMGT department, Lebanese International University (LIU) 2021- Present

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## Volunteering Experience

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- Outreach Working Group Coordinator at LIUSC December, 2021- Present
  - Member at Helem December, 2021- Present
  - Volunteer at Donner Sang Computer February, 2022 - Present
  - Assistant Manager at the Lebanese International University SoEd student managed E-Newsletter February, 2021- July, 2021

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## Skills

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- Innovative
  - Interpersonal Skills
  - Critical Thinking
  - Problem Solving
  - Customer Service Skills
  - Teamwork Skills
  - Communication skills
  - Computer skills (Power point, Word, Excel)

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## References

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References are available upon request.