



## CONTACT



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Beirut - Verdun

## SKILLS

- Team Work
- Time Management
- Verbal & Written Communication
- Computer Proficiency
- People Skills
- Problem Solving Skills

## LANGUAGE

- English (Excellent)
- French (Fair)
- Arabic (Excellent)

## COMPUTER PROFICIENCY

- Microsoft Outlook
- Excel
- Power point
- POS machine/ Omega/ Squirrel professional

# MOHAMAD SLIM

## CUSTOMER SERVICE AGENT

## PROFESSIONAL PROFILE

Energetic Customer Service Representative with 3+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

## WORK EXPERIENCE

### Customer Service Representative ( ABC Verdun )

November 2021 - Present

- Maintain a strong floor presence through promoting customer service excellence and attending to customers' needs.
- Handle accurately the operations process of the LCD screens, digital way finding and all info desks.
- Handle efficiently the customers' complaints and escalate to the Senior CS Agent, when needed.
- Cater to all customers' requests and ensure constant follow up for successful results.
- Explain the Tax Refund process and assist the foreign customers while filling the needed forms.
- Implement efficiently the Lost and Found policy and procedure.
- Provide proper implementation of the "POS Opening and Closing procedure" for optimal accuracy in bank slips and cash reports CRM and Loyalty Program.

### Call Center And Customer Service Agent ( Zaatar W Zeit )

October 2016 - May 2021

- Answer calls and take the order then enter customer information on the system's servers properly.
- address customer service inquiries in a timely and accurate fashion.
- Give accurate and appropriate information to answer questions, troubleshoot issues , and resolve complaints.
- Made reasonable procedure exceptions to accommodate unusual customer requests.
- Made efficient communication between branches to ensure that the orders arrive on time.

### Salesman And Cashier (Secrets)

December 2014 - September 2016

- Providing baked goods to consumers while also providing respectable customer service
- Ensuring the quality and freshness of all products and services the bakery provides.
- Responsible for maintaining appropriate product assortment and inventory levels for the bakery.
- Assisting customers with cake and special orders.
- Accurately packaging and labeling the bakery products.

## EDUCATION

### Mira Training Center

October 2018 - March 2019

### Travel and Tourism management.

Al Huda School

September 2007 - June 2014

Baccalaureate in sociology and economics

## **Education**

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Lebanese International University

October 2021 - January 2023

Graphic Design

## **Advanced Skills**

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- Color Theory
- Adobe creative suite(photoshop,illustrator)
- UX/UI design (Intermediate experience)
- Composition
- Logo creation

## **Familiar websites experience**

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- Shopify
- Wix
- Weebly
- Woocommerce
- Ecomz (Lebanese based company)