



# Hussein Doughman

**Date of birth:** 09/02/1997 | **Nationality:** Lebanese | **Gender:** Male | **Phone number:** (+961) 76690545 (Mobile) | **Email address:** [doughman.hussein@outlook.com](mailto:doughman.hussein@outlook.com) | **Website:** [www.facebook.com](http://www.facebook.com) | **Facebook:** [www.facebook.com/hssein.doughmen](https://www.facebook.com/hssein.doughmen) | **Whatsapp Messenger:** 76690545 | **Address:** Beirut, Lebanon (Home)

## About me:

I am a hardworking and ambitious individual with a great passion for working and making a good career. I have excellent communication skills, enabling me to effectively communicate with a wide range of people. I am seeing some positions in some jobs in which I can put into practice my knowledge and experience, ultimately benefiting the operations of the organization that I work for.

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

1. Cashier/Customer Service Representative GEEKS Restaurant /Apr 2015-Jun2016/Nabatiyeh.
  2. Salesman / Customer Service Representative at UNICELL DOUGHMAN / Mar 2019-Nov 2019/ Nabatiyeh.
  3. Customer Service Representative Pizzeria Napoli / March 2021-July 2022/Bergamo, Italy.
  4. Salesman at ANC Company for textiles and fabrics /Sep 2022-Sep 2023:
- Answer customer phone calls and ensure that they have all information they need.
  - assist customers to find appropriate products, answer questions and provide solutions for issues.
  - Count cash drawers at the beginning and end of shifts.
  - Explain specific item options to customers to increase sales and add-on purchases.
  - Maintain and develop friendship with the company's existing customers by ensuring regular contact with them through meetings.
  - Visit customers to answer their questions and resolve whatever issues they may be having about the company's products, and to ask for new orders.
  - Compile customer and market information, useful for planning and executing sales.
  - Build prospective customer list from business directories, colleagues in the industry, and industry contacts, to use as lead in recruiting new customers and making new sales.
  - Pay a visit for potential customers in assigned locations, finding out what problem can i solve for my potential client, and fit his needs with the accurate company's products and services.
  - Negotiate issues such as price variation, product delivery and specifications with managers.
  - Discuss special promotions with managers and provide advice on upcoming product design and development.
  - Collaborate with product suppliers to ensure existing orders are delivered.
  - Ensure goods on display in the showroom are of good quality.
  - Document all order information and purchases and send copies to the Manager at the close of work.
  - Periodically review sales achievements for the purpose of improving future performance.

## LANGUAGE SKILLS

Mother tongue(s): **ARABIC**  
Other language(s): **FRENCH | ENGLISH | ITALIAN | GERMAN**

## ADDITIONAL INFORMATION

### HOBBIES AND INTERESTS

**Hobbies**  
-Reading  
-Football

## EDUCATION

04/10/2015 – 07/02/2020

### Education

---

-Bachelor Lebanese International University -LIU /Nabatiyeh 2020  
-BS in Management Information Systems

## SKILLS

### Skills

---

- Communications, Expert
- Customer Service, Experienced
- Marketing, Experienced
- Client Relations, Experienced
- Advertising, Experienced
- Computer literate, Experienced
- Sales, Experienced
- Microsoft Word, Power Point and Excel., Experienced
- My SQL Workbench, Beginner

## COURSES

### Courses

---

- Dot Lebanon Cyber Security essentials- Oct 2023
- CISCO IT Essentials at DOT Lebanon, May 2020 - May 2020.
- Fundamentals of digital marketing - Google Digital Garage, Apr 2020.
- DOT Micro-Work Training at DOT Lebanon, Sep 2019 - Sep 2019.