

ALI HAJJ ALI

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Proven ability to establish and maintain excellent communication and relationships with clients. Besides, dedicated to identify customer needs and delivering effective solutions to all problems. Moreover, excellent time management skills combined with a superior knowledge of the customer service industry.

EXPERIENCE

JANUARY 2011 – JANUARY 2014

SALES, BEIRUT INTERNATIONAL AIRPORT

- Handled customer complaints calmly and professionally
- Greeted customers in a friendly and professional manner
- Convince customers wonderfully

FEBRUARY 2014 – FEBRUARY 2019

ASSISTANT SUPERVISOR, BEIRUT INTERNATIONAL AIRPORT

- Learned and followed all store policies and procedure, resulting in a fewer mistakes and improve customer service
- Resolving customer issues in a timely manner

APRIL 2019– PRESENT

PHONE MARKETING, SELF EMPLOYED

- deal with customers in a friendly manner
- respect customer time and privacy
- offer solution ,not just a product
- use persuasive language

EDUCATION

SEPTEMBER 2012

MANAGEMENT INFORMATION SYSTEM, ARAB OPEN UNIVERSITY

JANUARY 2015

CUSTOMER SERVICE COURSE, BEIRUT INTERNATIONAL AIRPORT

SKILLS

- persuasive language
- communication skills
- creative problem solving
- time management
- leadership skills
- project management
- computer skills
- ability to work under pressure

LANGUAGE

French educated (advanced mid)

English (intermediate)

Arabic (native speaker)