

**Kassem Eid**

**Date Of Birth: 04-06-1998**

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An energetic and driven sales person with a focus on customer service and satisfaction. Excellent problem solver with strong sales and time management skills. Possesses outstanding communication skills and a crucial capacity to maintain composure under pressure. I'm submitting an application to work for your company in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## **PROFESSIONAL EXPERIENCE**

### **Customer Service**

Aug 2022-Present

Concord Travel, Beirut

- Greeted and met customers on arrival.
- Answered business phone calls.
- Data entry for daily sales.
- Following up all customers needs and solve their problems.

### **Management Delivery System**

Jun 2021-May 2022

Macdonald's, Badaro-Beirut

An MIS that is directed towards the managerial functions of:

- Planning, controlling and decision making.
- Provide delivery services to Macdonald's customers.
- Respond to customers' needs.
- Follow food safety procedures due the transfers.

## **Sales person**

Aldo-Beirut

Aug 2018- Sep 2019

- Closing sales
- Operated a call register and maintained financial transaction.
- Opening and closing the store according to my shifts
- Customer service skills to listen to the concerns of a customer
- Emphasize the features of products

## **EDUCATION**

Bachelor degree Accounting Management

Oct 2018-Jun 2022

Lebanese International University, Faculty of Business Administration

## **LANGUAGE SKILLS**

- **Arabic** – Fluent
- **French** – Good
- **English** – Good