Mohannad Rifai

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SUMMARY

• Enthusiastic and detail-oriented professional with strong communication, analytical, and problem-solving skills. Aiming to leverage acquired skills to support the employer in achieving customer satisfaction goals and improved customer loyalty.

PROFESSIONAL EXPERIENCE

• Social Media Marketing Agency (freelance)   **Jan 2021 - Present**

- Managed social media accounts for various clients, creating and scheduling engaging content.
- Conducted market research to develop targeted marketing strategies, and increasing client engagement.
- Achieved customer satisfaction goals by responding to inquiries in a professional and timely manner.
- Developed strong client relationships through effective communication and problem-solving.

• Cryptocurrency services provider   **May 2021 - Present**

- Conducted in-depth market research and analysis
- Developed and delivered educational courses, attracting and teaching over 200 students.
- Created and managed communities to share trading signals and insights, achieving high customer satisfaction.
- Developed strong client relationships through effective communication and problem-solving.

• Customer service at fly mode tours   **Aug 2023 - Feb 2024**

- Managed hotel and flight ticket bookings, providing comprehensive customer support.
- Assisted clients with travel-related inquiries, ensuring a high level of customer satisfaction.
- Handled customer complaints and resolved issues promptly and effectively.

• Sales represantative at esper bee honey   **march 2022 - Aug 2022**

- Participated in various events to promote and sell honey products.
- Engaged with customers to understand their needs and provide appropriate product recommendations.
- Achieved sales targets through effective communication and persuasion skills.

• Lebanese RedCross   **2022 - Present**

- Assisted in various community support activities, providing aid and assistance to individuals in need.
- Developed strong teamwork and interpersonal skills through collaboration with fellow volunteers and community members.

• Codi Bootcamp   **Nov 2022 - June 2023**

- Gained hands-on experience in coding, software development, and problem-solving.
- Developed a solid understanding of web development, including HTML, CSS, JavaScript, and various frameworks.
- Worked on collaborative projects, enhancing teamwork and project management skills.

LANGUAGES

Arabic: Native

English: Fluent

French: Limited Working Proficiency