

Hani Hamade

OBJECTIVE

Ambitious business management graduate with a strong foundation in strategic marketing and financial management. Dedicated to applying my academic knowledge and developing practical skills to contribute effectively to organizational success. Focused on fostering productive relationships, driving revenue growth, and maximizing profitability through continuous learning and professional growth.

ADDRESS

Saida, South Lebanon

PHONE

+96171553220

EMAIL

Hanihamade9@gmail.com

REFERENCES

Available upon request.

EXPERIENCE

2022 - PRESENT

Customer Service Specialist | Content Center, Touch Lebanon

- Managing inbound calls and chats with a focus on delivering exceptional customer service
- Expert troubleshooter resolving issues promptly and effectively
- Committed to ensuring every customer interaction exceeds expectations

2021 - PRESENT

Automotive Sales Manager | Auto-Cars, Sarafand

- Expertly presenting car capabilities and features to prospective customers
- Assessing individual customer needs and requirements to provide tailored solutions
- Guiding hesitant customers through the decision-making process with confidence

2020 - 2021

Gymnastics Coach | Fitness Gym, Saida

- Teaching gymnastics basics to children with a focus on skill development and safety
- Designing personalized training programs to enhance each child's performance
- Fostering a positive and motivating atmosphere to inspire learning

2018 - 2020

Part-Time Security Officer | Saida Festivals

- Assisting in maintaining a safe environment for guests, prioritizing accident prevention
- Collaborating with team members to ensure effective event security measures

2017 – 2018

Part-Time Sails Associate | 4B Swimming Club Shop, Saida

- Assisted customers in selecting swimming pool supplies and equipment
- Provided product information and recommendations to meet customer needs
- Maintained store cleanliness and organized merchandise displays

EDUCATION

Lebanese International University | 2020 – Present

Bachelor's Degree in International Business Management

SKILLS & COMPUTER PROFICIENCY

- Leadership
- Critical Thinking
- Problem Solving
- Teamwork
- Communication Skills
- Creativity
- Customer Service
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Social Media Management (Facebook, Instagram, TikTok, Twitter)
- Digital Marketing Strategies

LANGUAGES

- Arabic: Native Speaker
- English: Full Proficiency Level

CERTIFICATIONS

- Certificate of Excellence in Fitness Coaching, 2020
- SDG Brain Lab Program Certificate, 2023-2024 | Facilitated by Berytech, CSRN, USJ, and 180 Degrees Consulting