



# Hanan Hussein

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## EDUCATION:

### Bachelor in Marketing

American University Of Science  
& Technology

### High School Degree in Literature & Humanities

Rawdah High School

## EXPERTISE:

- Zendesk
- SAP CRM
- Microsoft Dynamics 365 Finance & Operations
- Microsoft Office
- Oracle Database
- Shopify Software
- Salesforce Software
- Como Sense
- Adyen
- Matador Software
- The Hub | Checkout
- Photoshop
- Site Manager- Calzedonia

## ABOUT ME:

Passionate about marketing with an E-commerce twist.  
Over five years of sales expertise, with the confidence to contribute to the organization's successful functioning.

## WORK EXPERIENCE:

Jan 2021- Present

Azadea Group Holding- Head Quarter:

Regional E-commerce & Customer Experience Specialist

- Respond to customer queries coming from any channel chat: email, phone, what's app, social media and any region like Lebanon, GCC, Jordan, Oman & Egypt in a timely manner and according to set SLAs by our partners.
- Validate transactions related to cancelled and returned online orders.
- Keep a detailed log of all cases on the CRM system, while sharing highlighted issues to level two for further investigation.
- Skills: Problem Solving, Time Management, Customer Experience Management/ Analysis, English/ Arabic, Customer Satisfaction, Attention to Detail, Microsoft Outlook, Knowledge Acquisition, Communication, Business, Account Management, Social Media

Dec 2020- March 2021

Azadea Group Holding- Head Quarter:

Regional E-commerce Website Content Specialist

- Create content that promotes Azadea's brands via Photoshop.
- Generate quality written materials that will attract visitors to the website .
- Assist the online team in a timely manner.

## TRAININGS COMPLETED:

- Effective Communication
- Customer Experience Excellence
- E consultancy-E-commerce Best Practice Guide
- Tikit Rewards Program
- Falsified Money
- Retail Analysis
- Time Management
- Selling & Telephone Techniques

● Jul 2021- Dec 2022

Oysho ABC Verdun

Jul 2018- Aug 2020

Uterque Beirut Souks

Oct 2014- May 2016

ABC Achrafieh Department Store

Sales Associate

- Welcoming customers, maintaining floor appearance, directing customers to goods and operating cash registers.

## CERTIFICATES:

- Foundations of Digital Marketing & E-commerce by Coursera

## LANGUAGE:

- Arabic:
- English:
- Francais: