

**Mohammad Fayez Sami Dia****Contact:** +961-78 90 92 29**E-Mail:** mohammaddia84@gmail.com**Personal Information:**

**Nationality:** Lebanese  
**Resident of:** Beirut-Lebanon (mount of Lebanon-Baabda-haret hureik – dakkash str. Baydoun Bldg. 3<sup>rd</sup> flr.).  
**Place & Birth Date:** Beflay - Lebanon, 24<sup>th</sup> Feb. 1992  
**Gender:** Male

**Objective:**

*Motivated and hard working individual aiming to contribute efficiency and value to the employing institution in a challenging career. I can be counted on to take any additional work. My potential is ready to be consumed.*

**Education:****2013-2017: Bachelor License In Business Administration-Accounting Major.**

AOU – Arab Open University, Tayouneh Branch.

**2012-2013: Lebanese Baccalaureate Degree – Part 2 (Sociology and Economics).**

Haret Hureik High Official School.

**Work Experience:****BHV (Admic s.al):****2013-Sales Person (Furniture Section)****Computer Skills:**

- Microsoft Office (Word, Excel, Access, Outlook).

**Other Skills:**

- Customer Service by upselling and cross selling.
- Using the LAST step if any problem had occurred or a bad service has been Served to the customer. L (listen), A (apologize), S (solve), T (thanks).
- Systematic thinking
- Ability of handling clients problems and solving them
- Excellent Communication skills
- Driving license.

**BLOM Bank s.a.l****Verdun-Beirut- Lebanon****Retail Department. (Internship, from 15/05/2015 till 07/11/2016)****Reference: Mr. Alaa Chokor, Tel: 03- 951 519****Duties and Responsibilities:**

- Sell credit cards to the customers (Telemarketing)
- Handling customer loans applications (Merchant loans)
- Working with banking software (see black listed customers and commitments)

**Liban Post s.a.l (from 12/11/2016 till 01/12/2018)**

**Beirut- Lebanon**

**Reference: Akram Chamas, 70- 938 180**

**Duties and Responsibilities:**

- **Position :** Senior Customer service
- **Promote Services:** Government services, Post services, non-Government service (Transfer money by money gram app., collect money for Financial institute and Private Companies, etc. )
- **Promote Products:** Postal cards, Internet Cards, mobile Cards, Postal tools, Etc...)
- **Data entry process** in the Sales Points.

***Training Courses:***

- *Customer Service Steps.*
- *Suggestive sell and upsell*
- *Contact with client*
- *Data entry*
- *Systems.*

**Eid Electric Company (from 15/01/2019 till present)**

**Duties and Responsibilities:**

- Sell electric products to customers*
- contact with merchants*
- store accounts management*

**Languages:**

<u>Language</u>	<u>Level</u>
Arabic	Native
English	Expert (Speak, Write and Read).