

Khaled Hammoud

Customer Service Specialist

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Ambitious Computer Science student with proven customer service and sales experience. Skilled in problem solving, technical aptitude, and effective communication. Proactive and self-motivated team player eager to contribute technical and interpersonal expertise to a dynamic team.

My Education is getting my bachelor's in computer science next year at LIU.

Work Experience

Cashier/ Floor Sales

Apr 2025 - present

Roman World / Beirut

- Delivered fast and accurate customer checkout, ensuring a smooth and friendly shopping experience.
- Handled various payment methods while upholding strong cash management practices.
- Engaged customers on the floor, offered product advice, and supported in-store promotions.
- Maintained clean, organized merchandise displays and assisted in daily stock replenishment.

Customer Service Specialist

Apr 2024 - Jul 2024

YMY Agency / Beirut

- Student Inquiries: Managed and responded to over 200 student inquiries weekly on WhatsApp, ensuring all questions were addressed promptly and accurately.
- Communication: Demonstrated excellent communication skills, effectively providing students with answers and connecting them to the teachers who could assist with their assignments and projects.
- Efficiency: Maintained a high level of efficiency in handling multiple chats simultaneously, ensuring quick and accurate responses to student needs, with an average response time of under 2 minutes.
- Client Satisfaction: Consistently delivered exceptional service, contributing to a 90% student satisfaction rate and high levels of trust in the agency's services.

Cashier

Sep 2023 - Apr 2024

Spinneys / Tallet el khayat

- Cash Transaction Management: Accurately processed cash transactions and provided excellent customer service, and had a balanced drawer at the end of each shift.
- Customer Assistance: Assisted customers with inquiries and resolved issues promptly.
- Attention to Detail: Identified and corrected pricing and labeling errors.
- Customer Satisfaction: Received recognition for high customer satisfaction scores and low error rates.

Sales & Customer Service Specialist

Jul 2022 - Sep 2023

Poppin Candy / Beirut

- Customer Support: Assisted customers with product inquiries, order processing, and issue resolution, achieving a 95% customer satisfaction rate.

- Communication: Demonstrated excellent communication skills, both written and spoken, to effectively address customer needs and concerns.
- Problem Solving: Proactively identified and resolved 90% of customer issues with tact and diplomacy, ensuring a positive outcome for both the customer and the company.
- Feedback Implementation: Gathered and relayed customer feedback to improve products and services, playing a key role in the company's continuous improvement efforts, resulting in a 20% increase in positive feedback.
- Sales Impact: Applied persuasive upselling techniques to boost product sales.

Languages

English (Native), Arabic (Native)

Core Skills

Soft Skills: Active Listening, Time Management, Attention to detail, Communication Skills, Problem-Solving Skills, Patience and Empathy

Technical Skills: Familiarity with CRM systems and POS systems, Microsoft Office Suite (Word, Excel, Outlook, ...), Basic SQL and Data Entry.

Certificates

The T IN STEM WORKSHOP

CodeWithSerah

SECRETS TO WOWING CUSTOMERS

Spinneys