

# Makram Salahelddine

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## SUMMARY OF QUALIFICATION

- Nearly 3 years of experience in customer services related fields.
  - Deep understanding of company goals and policies.
  - Arabic native speaker with excellent English written and spoken skills.
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## Education

**Lebanese International University** (2022-present)

- Bachelor of Business Administration in Management Information Systems
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## WORK EXPERIENCES

### In Flight Services

**Middle East Airlines-Air Liban, Beirut, Lebanon**

2023-Present

- Provide the needs of a plane.
- Cooperation with the cabin crew.
- Handling any issue on the plane.

### Sales

**Lebanese Beirut Airport Catering Company, Beirut, Lebanon**

2021-2022

- Customer Service.
- Cashier.
- Responsible for taking orders in and out.

### Cashier

**Eldorado Fashion, Aley, Lebanon**

2020 – 2021

- Provides a **positive customer experience with fair, friendly, and courteous service.**
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions. Bags purchases if needed.
- Processes return transactions.

### Call center agent

**Hotel Sakhra, Bhamdoun, Lebanon**

2019 – 2020

## Responsibilities:

- Takes calls from customers answering questions or addressing any concerns they may have.
- Handling many inbound and outbound calls to and from customers.
- Listening to customers' needs or issues and providing helpful solutions to their problems.

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## SKILLS

### Computer software:

- Microsoft Operating System (Windows 10, 8, 7, XP)
- Mac OS, and IOS
- Microsoft Office Application (MS Excel, MS Word, MS PowerPoint)
- Mailing and networking etiquettes

### Leadership Skills

- Proactively take initiative to contribute to the achievement of the company's goals
- Mentoring and motivating team members to perform at their best
- Goal oriented, work well under pressure

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## SKILLS

### Communication Skills

- Arabic native speaker with advanced English written and spoken skills.
- Excellent interpersonal communication skills with the ability to manage and cater multi-cultural individuals
- Skillful in understanding clients' specific needs and deliver exceptional service
- Confident presenter and negotiator that creates and leave a positive impression with people

### Personal Soft Skills

- Problem solving, Collaboration, Time management and Quick learner

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## PERSONAL INFORMATION

Date of Birth: September 11<sup>th</sup>, 2002

Nationality: Lebanese

Marital Status: Single

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## REFERENCES AVAILABLE UPON REQUEST