

# RAMY SHAABAN

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## Professional Summary

Lebanese professional, born in 1995, highly motivated and dedicated, with extensive experience in customer service. A quick learner, I excel in dynamic environments, readily acquiring new skills and adapting to challenges to deliver outstanding results. Eager to contribute to a team-driven organization and support operational success.

## Work History

**Operations Assistant & Cashier**, 11/2021 to Current

**AISHTI** – Beirut

- Managed day-to-day department operations with effective workflow coordination.
- Solved problems timely and effectively, ensuring customer satisfaction.

**Customer Care Representative**, 02/2020 to 11/2021

**METLIFE / ALLIANZ SNA** – Beirut

- Responded to customer needs through competent customer service and prompt problem-solving.
- Managed high call volume with exceptional professionalism and efficiency.

**Sales Associate**, 08/2017 to 03/2020

**ABC SAL** – Beirut

- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Rotated stock and restocked shelves to maintain product availability and store appearance.

## Education

**BBA: Management with a focus in Accounting**, 05/2017

**Beirut Arab University** - Beirut

**High School Diploma: Baccalaureate in Economy&Sociology**, 05/2013

**Al Makassed School** - Beirut

**Skills**

- Customer Service
- Computer Skills
- Team Working
- Time Management

**Languages**

Arabic



Native or Bilingual

English



Full Professional

**References**

References available upon request.