

# HUSSEIN HOMSY

## CONTACT

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- Lebanon

## EDUCATION

2011 - 2016

AUCE ( AMERICAN UNIVERSITY  
OF CULTURE AND EDUCATION )

- BACHELOR IN MARKETING AND  
ADVERTISING

## SKILLS

- Customer Service & Satisfaction
- Sales & Upselling Techniques
- Team Leadership & Staff  
Training
- Conflict Resolution
- Communication & Interpersonal  
Skills
- Business Operations & Strategy
- Travel Booking Systems  
(Amadeus, TBO, TDS)

## LANGUAGES

- English (Fluent)
- French (Fluent)
- Arabic (Native)

## PROFILE

Dynamic and results-driven professional with extensive experience in customer service, sales, and business operations. Proven ability to manage teams, enhance client satisfaction, and drive performance across retail, telecommunications, hospitality, and training sectors. Adaptable and detail-oriented, with a strong commitment to delivering exceptional service and operational excellence in fast-paced environments.

## WORK EXPERIENCE

- Travel Agent | Joy for Travel** 2024 – Present (5 months)
  - Handled travel requests and coordinated directly with management to meet client needs.
  - Provided tailored travel options and itineraries based on client preferences.
  - Utilized Amadeus for flight bookings and TBO / TDS systems for hotel and accommodation arrangements.
  - Ensured accuracy, efficiency, and client satisfaction throughout the booking process.
- Instructor & Team Manager | Blacksuit** 2019 – 2024  
**Emergency Medical Training & Operations**
  - Led training programs for EMS staff and managed operational logistics for event safety teams.
  - Delivered high-quality customer-facing services in high-pressure environments.
  - Oversaw team assignments, scheduling, and conflict resolution to ensure smooth operations.
- Floor Manager & Customer Relations | Tota** 2017 – 2019
  - Supervised front-of-house operations and ensured exceptional guest experiences.
  - Resolved customer concerns promptly and effectively.
  - Trained and mentored new employees on service standards and customer interaction.
- Brand Representative | Abercrombie & Fitch** 2015 – 2017
  - Delivered premium customer service and supported daily sales operations.
  - Promoted brand values and contributed to increased upselling performance.
  - Assisted in onboarding and training new team members on sales techniques and store presentation.
- Call Center Agent | Touch Telecommunications** 2014 – 2015
  - Provided technical and account support to customers with a focus on quick resolution.
  - Maintained high satisfaction scores and exceeded performance KPIs.
  - Demonstrated strong communication and problem-solving skills in a fast-paced environment.