



FRANCIS Wadih-Anthony

Customer Success & Sales Professional | B2B & B2C | Retention, Growth & Client Loyalty

Trilingual customer experience and sales professional with 16+ years of success across B2B and B2C environments. Proven ability to manage the full customer lifecycle — from acquisition and onboarding to retention and long-term loyalty. Experienced in building strong client relationships, resolving complex issues, and driving growth through customer-focused strategies.

Nationality : French

Residency & Work Eligibility:

UAE Golden Visa Holder (10-year residency)
Open to relocation across GCC

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Courses

AI Tools & Automation for Customer Success
Apr 2025

- Practical experience with AI tools like Zendesk AI and chatbots for enhancing customer service.

Sales Representative - Closers
Jan 2024

- Advanced training in sales strategies and closing techniques to drive customer engagement.

LinkedIn Customer Care Specialist (E-learning)
Jul 2021

- Expertise in online customer support and community management on LinkedIn.

Call Management - Learning Tribes
Feb 2017

- Focused on call center operations, call flow, and enhancing customer service quality.

Fundamentals of Customer Relations in Writing
Mar 2016

- Strengthened written communication skills for resolving customer issues.

Education

Sorbonne-Nouvelle University (Paris III)
English-speaking world - 2017

Denis Diderot University (Paris VII)
Baccalaureate (Letters) - 2014

Written & Spoken Languages

French - C2
English - C2
Arabic - C2

Skills

Team Collaboration
Customer Relationship Management (CRM)
Communication & Negotiation
Product Knowledge
Resilience & Adaptability
Time Management
Problem-Solving
Tech Savviness

Career Summary "From 2012 till Present"

SamoBelt /Jul, 2025 - Jan, 2026

Sales Specialist & Client Relations – Pure Leather Goods

Managed client relationships to ensure loyalty and repeat business. Oversaw all order requirements, coordinated with production, and delivered personalized solutions. Prospected new clients, expanded the customer base, and drove revenue growth while maintaining high satisfaction and strong long-term partnerships.

Stock-Pro /May, 2023 - April, 2025

Sales Representative - Freelance - Remote

- Provided personalized product recommendations and ongoing support to clients, increasing loyalty and repeat engagement
- Proactively identified customer pain points and delivered tailored solutions, reducing churn
- Maintained consistent remote communication and built long-term client relationships
- Utilized AI tools to streamline follow-ups and improve client interactions

Mercedes-Benz HQ /Feb, 2020 - May, 2023

Sales Representative / Customer Care - Full-time

- Managed the full customer journey, from first contact to post-sale support, ensuring premium experience aligned with brand values
- Cultivated client relationships through attentive service and expert product knowledge
- Collaborated with cross-functional teams (finance, delivery, service) to resolve issues promptly
- Maintained top satisfaction scores and consistently exceeded monthly sales KPIs

Nomadeshop /Nov, 2017 - Mar, 2019

Sales Representative / Customer Care manager - Full-time

- Developed and led a sales incentive program, resulting in improved team performance and customer satisfaction
- Handled complex customer concerns and complaints, turning negative experiences into long-term loyalty
- Trained junior staff on communication standards and customer support best practices
- Collected and analyzed customer feedback to drive service improvements

SNCF (National train agency) /Mar, 2017 - Sept, 2017

Sales Representative / Customer Care manager - Interim

- Delivered frontline support via phone, email, and social channels, resolving ticketing and travel-related issues
- Maintained professional and empathetic communication, even during high-pressure periods
- Worked cross-departmentally to ensure timely issue resolution and customer follow-up

Customer Service & Frontline Support (Travel & Financial Services)



Ryanair (UK) | Travelex (UK) | Ouibus (France) — 2012–2017

Delivered high-volume customer support in fast-paced travel and financial services environments across the UK and France, supporting customers before, during, and after their journeys. Managed bookings, ticket modifications, inquiries, complaints, and transaction-related requests across multiple channels while maintaining strict accuracy and compliance standards. Coordinated closely with internal departments to resolve complex issues, improve service processes, and enhance overall customer experience in high-demand operational settings.

Letters of recommendation available upon request