

Hussein Merhy

Customer Success & Sales Professional

📍 Beirut, Lebanon ✉️ husseinmerii7643@gmail.com ☎️ +961 71 898 771 🔗 [Linkedin.com/in/husseinmerhy](https://www.linkedin.com/in/husseinmerhy)

SUMMARY

Bilingual Computer Science graduate with 2+ years of customer-facing experience across remote sales, call center operations, and retail environments. Proven track record of handling objections, closing sales, and managing high-volume customer interactions under performance targets. Combines technical background with strong interpersonal skills to deliver clear, efficient customer experiences. Seeking a remote Customer Success, Account Management, or Sales Support role.

PROFESSIONAL EXPERIENCE

Sales Agent | Maids.CC – AI & Tech (Dubai, Remote) Jan 2026 – Mar 2026

- Managed inbound and outbound English-language sales calls with international customers, consistently meeting performance targets.
- Explained service packages and pricing, handled objections professionally, and guided clients through the full purchasing process.
- Maintained accurate customer records in CRM and followed up on leads to improve conversion rates.
- Operated independently in a fully remote environment, demonstrating strong self-management and communication skills.

Call Center Agent | Miniguette | Beirut Jun 2025 – Dec 2025

- Processed high volumes of inbound customer orders with accuracy and speed in a fast-paced environment.
- Coordinated across multiple delivery platforms (Toters, Gozilla, Tekram) to ensure seamless order fulfilment.
- Resolved customer issues in real time, maintaining service quality under peak-hour pressure.

Sales Associate | Opera Men's Clothing – SAGA Collection | Zahle Feb 2023 – Feb 2024

- Delivered personalized customer service and styling guidance, building repeat customer relationships.
- Supported inventory management and visual merchandising to maintain store standards.

UI/UX Designer | ACCESS LB Consultancy | Lebanon (Remote, Internship) Nov 2025 – Dec 2025

- Designed UX solutions for B2B SaaS platforms in Construction Tech and Fintech sectors.
- Created workflow documentation and financial dashboards; demonstrated ability to quickly learn and apply new tools.

EDUCATION

Bachelor of Science in Computer Science · Lebanese International University, Beirut Oct 2021 – Jun 2025

Foundations of Computer Science · SE factory , Beirut *Apr 2024 - Jul 2024*

LANGUAGES

Arabic (Native) · English (Professional) · French (Beginner)

TECHNICAL SKILLS

CRM & Tools: Google Workspace, GitHub, Figma, VS Code · **Web:** HTML, CSS, JavaScript, React (basic) ·
Concepts: Data Structures, OOP, SQL

REFERENCE

Available Upon request