

Mohamad Zeidan Nasser
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PROFESSIONAL SUMMARY:

Customer-focused professional with a strong background in client relations, hospitality, and customer support. Experienced in handling customer inquiries, resolving issues, onboarding clients, and ensuring high levels of satisfaction. Skilled in communication, CRM systems, and cross-department coordination.

EDUCATION:

Lebanese American University - Beirut, Lebanon
Business Studies - Hospitality and Tourism management
Houssam Hariri High School (HHHS)
Lebanese Baccalaureate S.E. (average of 80)

August 2019 - June. 2022
GPA 3.7
September 2003 - June 2019

WORK EXPERIENCE:

Client Relations & Customer Success – Kamkalima, Beirut, Lebanon August 2023 - Present

- Act as the main point of contact for customers, handling inbound and outbound inquiries
- Assist clients through the onboarding process and provide product training
- Resolve client issues and concerns efficiently to ensure satisfaction
- Maintain accurate customer records and follow up on requests
- Coordinate with internal teams to ensure smooth service delivery
- Build long-term relationships and support client retention

Sales Development Representative - KamKalima, Beirut, Lebanon August 2022 – August 2023

- Research and prospect to identify and qualify leads, responsible for inbound and outbound leads, introducing clients to Kamkalima by doing in-depth discovery meetings, handling the CRM by following up with the clients and moving them along the pipeline.

Assistant - Hospitality and Tourism Management - LAU, Beirut, Lebanon September 2019 - May 2022

- Handled administrative tasks for Mr. Georges Tamer, the hospitality advisor, by answering calls, assisting people, arranging schedules.

Monitor, DPNA with the funding of UNICEF, Beirut, Lebanon September 2021 - February 2021

- Participated in a sewer project to provide Taamer, a neighborhood in Saida, with the necessary sewage infrastructure.

VOLUNTEER WORK & EXTRA-CURRICULAR ACTIVITIES:

Volunteer, DPNA, Saida, Lebanon: June 2018 - Present

- Participated in community support initiatives and fundraising activities
- Assisted families affected by the Beirut blast
- Supported children's programs and community events

Volunteer, Copain De Mounde Summer Camp, Graveline, France July 2019 – August 2019

SKILLS

- Customer Service & Client Support
- Communication & Active Listening
- Problem Solving & Complaint Handling
- CRM Systems & Data Entry
- Time Management & Teamwork