

Hassan Ali SCHREIF

Customer Services Supervisor

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PROFESSIONAL SUMMARY

Customer Services Supervisor with progressive experience in retail operations, front-office administration, guest relations, cash handling, data entry, and finance support. Strong record of supervising teams, resolving customer issues, coordinating daily workflows, and maintaining service quality in fast-paced environments. Recognized for reliability, ownership, and the ability to improve customer experience while keeping operations structured, accurate, and efficient.

CORE SKILLS

Customer Service Leadership | Team Supervision | Complaint Resolution | Store Operations | Guest Relations | Cashier Coordination | Staff Training | Cash Handling | Front Office Administration | Data Entry | Scheduling | Documentation | Microsoft Office | Problem Solving | Time Management

PROFESSIONAL EXPERIENCE

Supervisor | Local Host Airbnb 2025 - 2026

- Managed guest communication, booking follow-up, check-in and check-out coordination, ensuring a smooth and professional customer journey from reservation to departure.
- Resolved guest requests and operational issues with a service-focused approach, helping protect guest satisfaction, property readiness, and host reputation.
- Coordinated maintenance and service providers, prioritizing urgent needs and ensuring timely actions to maintain quality standards and operational continuity.
- Monitored daily activity, anticipated guest needs, and maintained clear communication to reduce friction and support repeatable service excellence.

Supervisor | Spinneys Achrafieh 2021 - 2024

- Promoted twice within Spinneys from Cashier to Customer Service Representative and ultimately Supervisor, reflecting strong performance, leadership potential, and commitment to customer satisfaction.
- Supervised cashier and customer service activities, coordinated team workflow, and supported smooth store operations during peak hours and high-pressure periods.
- Handled customer complaints professionally, identifying issues quickly, proposing practical solutions, and maintaining a positive customer experience.
- Supported onboarding and training of new employees on cashier procedures, service standards, customer interaction, and operational discipline.
- Monitored service quality, queue flow, and daily priorities, helping teams stay organized, responsive, and aligned with store expectations.
- Contributed to accurate cash handling, transaction control, and administrative follow-up, reducing operational errors and improving day-to-day reliability.

Administration & Finance Assistant | LOST NGO 2019 - 2020

- Handled administrative coordination, data entry, record management, documentation follow-up, and internal support for daily team operations.
- Supported financial tracking and reporting activities by organizing records, updating files, and maintaining accurate information for review.
- Improved office efficiency through structured filing, timely follow-up, and clear communication with internal stakeholders.

Secretary & Data Entry Clerk | Dental Clinic 2017 - 2018

- Managed patient appointments, scheduling, front-desk inquiries, and daily administrative tasks while maintaining a professional service approach.
- Performed accurate data entry and patient record updates with attention to detail, confidentiality, and operational reliability.
- Supported smooth clinic operations by coordinating communication, organizing files, and helping patients receive timely assistance.

EDUCATION

Bachelor in Banking & Finance | Universite Antonine (UPA) | 2016 - 2019

LANGUAGES

Arabic: Native | French: Good | English: Basic