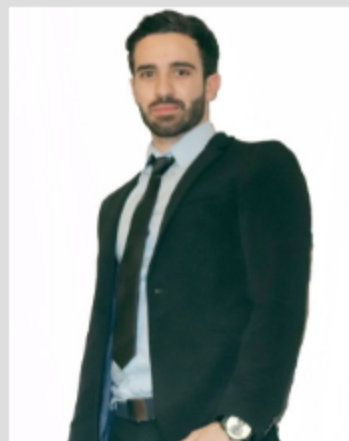


Abbass Yassine



Personal Info

Address

Lebanon,
Beirut.
Basta Tahta

Phone

0096170929073

E-mail

abbass.yassine@outlook.com

Date of birth

1993-09-05

LinkedIn

<https://www.linkedin.com/in/abbassyassine/>

Skills

Technical Support

Pro

Networking

Intermediate

Microsoft Office, Excel, Outlook,
Powerpoint and Access.

Advance

Analyst with an experience in interpreting and analyzing data for driving business solutions. Proficient knowledge in social media. Excellent understanding of business operations and analytical tools for effective analyses of data.

Experience

2017-04 -
present

Social Media Specialist

CARMA

- Monitored social media platforms to find points of interest to the client by using the latest tools and technology provided by Group Operations and IT.
- Categorized those items according to client requirements, following the briefing document and client interest.
- Translated and summarized social media posts in English and Arabic.
- Created accurate and informative Executive Reports, Real-time/ Daily Alerts and coded datasheets, according to the client contracted requirements and to standards set both by the client and internally.
- Created attractive, informative and accurate charts and tables from analyzed content data, according to the client contracted requirements and to standards set both by the client and internally.
- Ensure data integrity within the report, i.e. figures in tables and charts add up internally and match each other and the figures cited in the narrative. - Ensured dates, names, logos, formats are all correct in the report.

Computer Skills

Advance

Interpersonal & Communication Skills

Tableau Analytics

Pro

Data Management

Pro

SQL Server

Pro

Languages

Arabic

Proficient

English

Proficient

- Interpreting data, analyzing results using statistical techniques
- Developing and implementing data analyses, data collection systems and other strategies that optimize statistical efficiency and quality
- Acquiring data from primary or secondary data sources and maintaining databases
- Technical support involves new IT tools, training, and troubleshooting.
- Generating content meeting the clients desires.
- Creating keywords to ease the motoring cycles.
- Creating, researching and setting up projects - Apply concepts of information technology and globalization to real-world business challenges.

2015-09 -
2017-01

Call Center Supervisor

NabilNet

- Assist in the formulation of targets for individuals and teams
- Hire and onboard new employees
- Answer questions from staff and provide guidance and feedback
- Anticipate escalation and take over calls when needed - Devise ways to optimize procedures and keep staff motivated
- Measure performance with key metrics such as call abandonment, calls waiting etc.
- Ensure adherence to policies for attendance, established procedures etc.
- Keep management informed on issues and problems
- Prepare monthly/annual results and

email, mail or social media

- Use telephones to reach out to customers and verify account information
- Greet customers warmly and ascertain problem or reason for calling
- Cancel or upgrade accounts
- Assist with placement of orders, refunds, or exchange
- Take payment information and other pertinent information such as addresses and phone numbers
- Place or cancel orders
- Answer questions about warranties or terms of sale
- Suggest solutions when a product malfunctions
- Handle product recalls
- Attempt to persuade customer to reconsider cancellation
- Inform customer of deals and promotions
- Sell products and services
- Utilize computer technology to handle high call volumes
- Work with customer service manager to ensure proper customer service is being delivered
- Resolve customer complaints via phone, email, mail or social media

2013-01 -
2013-12

Sales Representative

ILSIGNOR Co.

- Present, promote and sell products/services using solid arguments to existing and prospective customers

email, mail or social media

- Use telephones to reach out to customers and verify account information
- Greet customers warmly and ascertain problem or reason for calling
- Cancel or upgrade accounts
- Assist with placement of orders, refunds, or exchange
- Take payment information and other pertinent information such as addresses and phone numbers
- Place or cancel orders
- Answer questions about warranties or terms of sale
- Suggest solutions when a product malfunctions
- Handle product recalls
- Attempt to persuade customer to reconsider cancellation
- Inform customer of deals and promotions
- Sell products and services
- Utilize computer technology to handle high call volumes
- Work with customer service manager to ensure proper customer service is being delivered
- Resolve customer complaints via phone, email, mail or social media

2013-01 -
2013-12

Sales Representative

ILSIGNOR Co.

- Present, promote and sell products/services using solid arguments to existing and prospective customers

- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
 - Reach out to customer leads through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
 - Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the territory/market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities and potential for new products and services.
- Keep abreast of best practices and promotional trends - Continuously improve through feedback

2012-01 -
2012-12

Bartender

Le Relais De Le' Entrocote

- Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
- Interact with customers, take orders and serve snacks and drinks
 - Assess customers' needs and preferences and make recommendations
- Plan and present bar menu
- Check customers' identification and confirm it meets legal drinking age
- Restock and replenish bar inventory and supplies

- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage regulations.
- Perform monthly orders reports.

Education

2014-01 -
2018-07

Major:
Information
System
Management

Lebanese International University

- Apply concepts of information technology and globalization to real-world business challenges.
- Evaluate emerging technologies for suitability and competitive advantage.
- Apply contemporary business principles integral to a high-tech organization.
- Assess risk using financial, statistical and economic data and create manageable solutions.
- Leverage advanced knowledge and skills to succeed as a management information systems director.

Certificates

2017-03	IT Essentials
2016-01	CCNA Routing and Switching
2016-07	Introduction to Cybersecurity course

Interests

Fitness
Reading
Photography
Sports
Techs