

Moustafa Al Sakakini
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Rmeileh – Sharhabil



Nationality: Lebanese
D.O.B: 18-09-1989
Marital State: Engaged

Employment History:

- **Customer Service Officer**

*City Centre Beirut Mall, Majid Al Futtaim Properties - Beirut, Lebanon
March 2013 - Current Date*

- Communicate clearly and effectively to resolve problems and requests for guests and tenants
- Provide quick and accurate quality service
- Document all complaints and requests through data entry portal
- Prepare and present the marketing presentations required
- Support the marketing department with all the mall campaigns
- Support the operations department by monitoring the technical issues
- Keep records of customers' requests and complaints
- Responsible in providing accurate information to customers of any running promotions set by the marketing department and carrying out accurately its set process and procedures
- Responsible for handling the services sold at the booth; maintaining accurate inventory levels and strictly following all related accounting procedures
- Report any discrepancies directly and immediately to the Customer Service Supervisor
- Assist customer service supervisor in the gathering and collection of in-store merchandise and activities such as sales, promotions to ensure all staff are aware of in-store activities
- Work with customer service supervisor to ensure all in-mall directories are up-to-date
- Training the new Customer Service Officers
- Monitoring of the mall social media
- Preparing monthly digital media reports



- **Travel Consultant and Groups Coordinator**

*Golden Holidays for Travel and Tourism -Saida, Lebanon
Nov 2010 - Jan2013*

- Travel Consultant
- Organizing Groups tours and Trips
- Applying for Hajj and Umra trips through Hajj Online System
- Preparing quotations for corporate companies
- Handling UNDP, UNFPA conferences in Lebanon
- Relationship between the agency and the hotels sales team.
- Online Web Mastering



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- **Customer Service Agent**

Money Gram -Saida, Lebanon

Jan 2009-Sep 2010

- Online Money transfer
- Costumer Services



- **Sales Agent**

Dandashli Computer, Saida September 2006-September 2008

- Sales of electronic devices
- Customer Service

Education:

- Certificate in Digital Media Marketing Program (August 2014)
New York University, Online Academy
- BS in Communication engineering (August2010)
Lebanese International University, Saida
- Official Lebanese Baccalaureate Degree (General Science) 2007
Salvatorian sisters school , Saida



Trainings:

- Management development program
Formatech , Nov 2017
- Customer Service
Phi Management, Oct 2017
- Negotiation and Sales Technique
Phi Management, Oct 2017
- Conflict Management
Formatech , Oct 2016
- Advanced Leadership
Formatech , Sep 2016
- Stress Management
Formatech , Aug 2015
- Social CRM using social media to build customers loyalty
Formatech , Oct 2014
- PowerPoint Advanced
Formatech, Aug 2014
- First Aid
Red Cross, Aug 2014



- Corporate Social Responsibilities
Majid Al Futtaim ,April 2013
- Cisco CCNA Certificates (2010)
Hariri Foundation , 2010
- English Communication Skills
ALLC International house, Sep 2006



Languages:

English: Fluent
Arabic: Native Fluency
French: Fluent

Computer Skills:

Microsoft Office (Word, Excel, Power Point , Access)
Online Web Mastering
Photoshop
Fast in English and Arabic typing

Work Skills:

- Ability to work with people.
- Strong personality.
- Ability to manage teams and complete tasks on time
- Excellent teamwork spirit.
- Excellent in oral and written communication skills.
- Excellent in completing tasks on time and working under pressure.

Interests:

Basketball, Football, Movies, Music and Social Activities

References:

Available upon request