Moustafa Al Sakakini mostafaskakini@hotmail.com +961 70927915

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



• 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









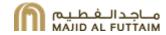








 Corporate Social Responsibilities Majid Al Futtaim ,April 2013



• 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