

# Hussein Yassine

## Profession

A freshly graduated student that has majored in Management Information Systems and is aiming to work in his field of work. Excellent understanding of business operations and analytical tools for effective analyses of data. Highly dedicated to finish the tasks that are assigned to me fully and in an efficient way.



## Work History

2021-05 -  
Current

### Customer Service Representative

WHISH

- Resolve customer complaints via Zendesk, phone or email.
- Process all Whish UAE Salesmen's inquiries as fast as possible and manually deposit the amounts they request for their customers.
- Make sure the Whish app runs flawlessly and upload stock for items that run out of stock.
- Approve USD credit card payments when the required documents are provided.
- Manually accept LBP credit card payments.
- Order rolls for our agents according to their last monthly sales.
- Gather feedback regarding our services and application performance.
- Process all pending bills and pay them manually.
- Make sure the customer's issue gets resolved as soon as possible.

2021-03 -  
2021-05

### E-Commerce Data Entry

BOT (OLX)

- Correct the name of the products available on the website ( products to be sold).
- Add new products of new vendors to the website, with all their details from pictures to characteristics.
- Use AI website to create descriptions for products that do not have ones.



## Contact

### Address

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### Phone

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### E-mail

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### LinkedIn

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## Skills

### Technical Support

Excellent

### Networking

Very Good

Microsoft Office, Excel, Outlook, Powerpoint and Access.

Very Good

### Computer Skills

Excellent

- Verify whether the Available products on the frontend are properly shown.
- Categorize products depending on what category they belong to.
- Add new products from new suppliers (aka vendors) to the backend and make them available on the frontend once they have all their required characteristics and their prices.

2020-01 -  
2020-03

## Social Media Specialist - Intern

*Carma, Beirut, Beirut*

Emirates Airline Daily report handling which also includes the below:

- 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.
- 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 motorina cycles.

Interpersonal &  
Communication Skills

Excellent

Tableau Analytics

Excellent

Data Management

Excellent

SQL Server

Excellent

- Creating, researching and setting up projects -  
Apply concepts of information technology and globalization to real-world business challenges.

2019-03 -  
2019-08

## **Data Entry & Validation**

*BOT (Healr)*

- Publish the data on the database website after validating the medicine info.
- Make sure every medicine has the right description.
- Follow up with the data entry team work and inform them regarding repetitive mistakes.
- Make sure every medicine has the correct price, dosage and photo.
- Leave comments over false data for the data entry team in order to take corrective action.
- Make sure every Cosmetic product has the right description.
- Follow up with the data entry team work and inform them regarding repetitive mistakes.
- Make sure that every cosmetic is categorized correctly and not misplaced.
- Make sure every product has the correct price, dosage and photo.
- Leave comments over false data for the data entry team in order to take corrective actions.
- Publish the data on the database website after validating the product info.

2017-05 -  
2017-11

## **Sales Representative/Operator**

*KAMA*

- Following up with new product releases
- Resolving customer complaints in a manner consistent with company policy and with customer satisfaction in mind
- Cooperate with other employees in satisfying all customers as fast as possible and following up with all company future plans
- Placing orders

2016-06 -  
2017-04

## **Sales Representative**

*IL Signor Co.*

- Resolve customer complaints via phone, email, mail or social media
- Present, promote and sell products/services using

- solid arguments to existing and prospective customers • email, mail or social media
- Greet customers warmly and ascertain problem or reason for calling
- Assist with placement of orders, refunds, or exchange
- Take payment information and other pertinent information such as addresses and phone numbers
- 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
- Utilize computer technology to handle high call volumes
- Work with customer service manager to ensure proper customer service is being delivered



## Education

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**2017-01 -  
2021-02**

*Lebanese International University, Bachelor in  
Management Information Systems*

- 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.



## Certifications

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<b>2019-04</b>	MicroWork Training
<b>2019-08</b>	IT Essentials
<b>2019-07</b>	Linux Unhatched
<b>2019-08</b>	Linux Essentials



## Languages

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Arabic



Excellent

English



Excellent



## Interests

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Fitness

Reading

Photography

Tech