

Personal information

Name : Majd Bashour
Date of birth : 02/03/1998
Address : Dubai-UAE
Nationality : Syrian
Mobile : +971506847817
E mail : majd.bashour.sy@gmail.com



Education

- . Bachelor Degree in Economics (Damascus University).
 - . English courses at English language center (ELC Damascus).
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Work experience

Fransabank Syria as a customer operation representative (teller): 01/07/2022 till 01/02/2023

- . Provide professional customer services to customers in a friendly manner at all times.
- . Selling bank products and services, credit cards, and loans, achieving my target.
- . Executed daily banking operations, deposits, withdrawals, cheques, transfers, and foreign exchange.
- . Responded to customer inquiries and complaints via email, and phone.
- . Handled up to 60 customer interactions per day with a 90% satisfaction rate.
- . Coordinated with various departments to ensure customer issues were resolved in a timely and effective manner.

Izla tours company Syria as a customer services representative: 01/01/2017 till 31/01/2021

- . Provide high level of customer service
 - . Offered company services including, booking, shipping services, and tourist programs.
 - . Responded to inquiries and complaints and answer phones.
 - . Maintained accurate and up-to-date customer records and provided reports on customer trends.
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Personal skills

- . Excellent marketing and communication skills, team player, interpersonal skills.
 - . Professional manner, ability to handle high-stress situations and prioritize tasks.
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Computer skills

- . Microsoft Windows, Microsoft Office, Al Ameenn system, banking system, outlook, bank mate (IBM).
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Languages

- . Arabic: Mother tongue , English: Professional working proficiency
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Reference

Fransabank	Mr.Rawad Hayek	branch manager	Rawad.Hayek@fransabank.sy	phone : +963992222037
Izla	Mr.Mardokh Hanna	branch network manager	mardokh.hanna87@gmail.com	phone: +963932718041
