



AHMAD ISSA

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Address: Barsha Heights , 0000, Dubai Internet City , United Arab Emirates (Home)

WORK EXPERIENCE

08/11/2017 - 11/10/2018 Damascus, Syria

FRONT DESK RECEPTIONIST EBLA HOTEL AND OMayAD PALACE FOR CONFERENCES

1. Assisting and advising customers who may be choosing from a variety of travel options.
2. Making reservations for customers based on their various requirements and budgetary allowances.
3. Checking the availability of accommodation or transportation on the customers' desired travel dates.
4. Helping plan travel itineraries by suggesting local tourist attractions and places of interest.
5. Processing payments and sending confirmation details to customers.
6. Sorting out any issues that may arise with bookings or reservations.
7. Selling and promoting reservation services.
8. Answering any questions customers might have about the reservation process.
9. Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.
10. Providing support to customers who may need to amend or cancel a reservation.

15/10/2018 - 05/10/2019 Damascus, Syria

CUSTOMER SERVICE REPRESENTATIVE SYRIATEL MOBILE TELECOM S.A.

1. Respond to customer inquiries and provide customers with information about Syriatel offers, services and products through phone call or Syriatel Online Channels with excellent quality.
 2. Promote and sell RBT songs through answering 1666 calls in a professional manner.
 3. Handle Corporate & VIP customers' calls and respond to their inquiries in adequate manner.
 4. Handle customers' requests that are received through phone call, Syriatel Online Channels or Non Voice Channels like DJ SMS and Syriatel External e-mails in a timely and adequate manner.
 5. Respond to customer inquiries related to ISP service troubleshooting, submit the requests related to temporary suspension or termination and change ISP speed in a professional manner.
 6. Register customers' complaints service, inquiries and suggestion on the related system to be followed by the concerned party
 7. Add/delete services according to customers' needs within Syriatel policies.
 8. Escalate and report the complaints that exceeded the defined timeframe or the wrong closed complaints to the concerned parties if the customer re-called the Contact Center.
 9. Report all detected problems from the customers' feedback or system errors to direct line of authority.
 10. Promote Syriatel services to customer in an adequate way.
- Phone Call:
11. Follow up customer's calls when necessary upon the approval of Contact Center Head of Section.
 12. Call back all abandoned calls.
 13. Report all cases related to abusing calls.
- Syriatel Online Channels:
14. Call back the customers when required for getting further details about their requests.

01/01/2020 - 01/12/2021 Damascus, Syria

EXECUTIVE ASSISTANT HUSSIN ALNASSER CORPORATION INDUSTRY & TRADE

- 1- Monitor and assign emails in generic inboxes, such as info@, orders@
- 2- Answer customer inquiries by telephone and email, plus any other communication channels that are introduced by the company such as live chat and social media
- 3- Greet clients and visitors with a positive, helpful attitude.
- 4- Assisting clients in finding their way around the office.

- 5- Announcing clients as necessary.
- 6- Helping maintain workplace security by issuing, checking, and collecting badges as necessary
- 7- Assisting with a variety of administrative tasks including copying, faxing, taking notes
- 8 -Preparing meeting and training rooms.
- 9- Assisting colleagues with administrative tasks.
- 10- Performing ad-hoc administrative duties.
- 12- Sorting and distributing mail.
- 13- Manage executives' calendars and set up meetings
- 14- Make travel and accommodation arrangement

15/01/2023 – CURRENT Dubai, United Arab Emirates

CUSTOMER CARE COORDINATOR GRAND STORES LLC

- 1- Manage large amounts of inbound and outbound calls in a timely manner
- 2- Keep records of all conversations in our call center database
- 3- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- 4- Preparing DOA Reports
- 5- Doing necessary documentation in the collection of products for servicing from customers
- 6- Coordinating with technicians and other departments such a parts department to avoid any delay and to update the customer about the status of the unit
- 7- Sending products after repair to concerned persons/locations according to the schedule
- 8- Doing necessary documentation entries in the ERP system.
- 9- Processing Payments by POS and DMC software
- 10- Creating the job cards and checking for all relevant documents, payments for paid jobs before forwarding them to workshops and technicians before starting the repair process .
- 11-Ensure system updates once the units departs from the warehouse and workshops and share documents with customer such as the job card and invoice
- 12- Review the Shipping orders and coordinate with customers to 13- arrange the delivery as per customer request , generates excel sheets for outbound shipments and coordination with third parties and warehouse ; ensures that the correct items will packed as per customer requirements and retailers .
- 14- Ensuring the validity of documents received from customers and retailers, such as invoices and warranty registrations, coordination and updating the system in coordination with the mother companies
- 15- Manage escalated calls and emails from customers which result from an issue with an order or delivery.
- 16- Greet visitors and contractors if they are unable to be greeted by the host.
- 17- Evaluate customer feedback and identify ways to maximize customer satisfaction.
- 18- Coordinate the activities of the Customer Service team; provide support and advice to team members

● **EDUCATION AND TRAINING**

05/09/2017 – 09/10/2021 Al Baramkeh , Damascus, Syria

BACHELOR'S DEGREE IN ECONOMICS Damascus University

Address G75M+MRF, Damascus, Syria, Al Baramkeh , Damascus, Syria |

Website www.damascusuniversity.edu.sy/ecd/ **Field of study** Business Administration

08/01/2022 – 01/07/2022 Damascus, Syria

MASTER'S DEGREE IN DISASTER RISK MANAGEMENT Higher Institute for Earthquake Studies & Research (HIESR)

Address Al Baramkeh , Damascus, Syria, Damascus, Syria | **Website** <http://damascusuniversity.edu.sy/hiers/>

● **LANGUAGE SKILLS**

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH B2		B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Excel | Google Drive | Outlook | Opera Pms | Microsoft Word | Zoom | POS | DMC

ADDITIONAL INFORMATION

HOBBIES AND INTERESTS

Reading

VOLUNTEERING

07/12/2021 - 19/12/2021 Damascus , Syria

Volunteer as an administrative assistant at the Syrian Organization for persons with disabilities - Aamal

- Administrative assistant
- 64 volunteering hours in the audiology center

Responsibilities:

1. Follow up on financial matters and collect all data related to projects
2. Receiving the materials and handing them over to the beneficiaries according to the set plan.
3. Periodically prepare reports and statistics related to the data and submit them to the direct manager.
4. Organizing and archiving all documents of the department electronically and on paper to ensure the preservation of all data.
5. Organizing appointments, receiving auditors
6. and answering all their inquiries.
7. Receiving complaints from beneficiaries and
8. proposing appropriate solutions.
9. Follow up the internal administrative procedures with the departments of the organization under the supervision of the direct manager

SKILLS

Working under pressure

Great Willingness to learn

Time Management

Responsiveness

Positivity

Negotiation

Dependability

Attentiveness

Adaptability

Attention to Detail

Teamwork

Phone Etiquette

Strong Verbal Communication Skills

Strong Interpersonal skills

Strong communication skills, both oral and written.

Ability to work in a team environment
