



Michael Armanyous

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Education

Bachelor of Science

Sept 2005 — Jul 2010

Asyut University - EGYPT

Physics and Chemistry Department

Certifications

- Web developing Course by UDACITY(HTML5,CSS,JAVASCRIPT).
- International English Language Testing System (IELTS) Academic by British council.
- International Computer Driving License (ICDL) by Microsoft
- Cisco Certification networking Associate (CCNA) by CISCO International.
- Information Technology Institute (ITI) EDU Egypt including: -
 - Business English
 - Presentation skills
 - Communication skills
 - Customer services

Knowledge and skills

- Experience at E-commerce and online luxury sales.
- Strong Microsoft ms Office knowledge.
- Design banners ,Brochures and business cards for marketing
- Maintain a strong drive for results and a positive, team first attitude at all times
- Excellent numerical and analytical skills with a commercial drive Strong communication skills
- Excellent organizational and project management skills
- Knowledge of digital marketing channels
- Excellent attention to detail
- Team player and willingness to support the wider team
- Flexible and responsive to change
- Self-motivated, confident and assertive
- Possess a forward thinking working ethic in order to drive the business forward
- Strong Communication and interpersonal skills

Work experience

Al Fardan Exchange L.L.C - UAE

31OCT 2022 — now

Service Officer

- Provide excellent customer service at branch customer
- Attend customers for making Remittance, currency exchange, demand drafts / telex transfer / electronic transfer, etc
- Answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion.
- Prepare End of day report & cash reconciliation
- Provide information of new or additional services.
- Provide currency exchange & remittance delivery information. Prepares daily & weekly sales reports
- Perform a role of lobby assistant in branch.
- Perform a role of marketing & sales executive during off-peak business hours.
- Maintain records, prepares reports and performs work processing assignments & related clerical duties.
- Give information to customer about different modes of transaction, rates for different transaction/prices,
- Give information on local promotions & activities and other info that provides valuable service to our customers.
- Make sure that all the required tools are available in the branch and inform the BM or the concerned dept for the same. eg., flyers, posters, forms etc.
- Contribute towards branch business development.
- Perform product & services promotional & sales activities in the branch.
- Resolving customer complaints and follow up time to time and update customer via email, phone or any other convenient channel.

Dubai Health Authority (DHA) - UAE

Jan2022 — Jun2022

Contact Center Agent

- Answer phones from customers professionally and responding to customer inquiries and complaints.
- Research required information using available resources.
- Handle and resolve customer complaints regarding services to customer service problems.
- Provide customers with the organization's service.
- Process forms, orders, and applications requested by the customers.
- Identify, escalate priority issues and reporting to the high-level management.
- Route inbound calls to the appropriate resources.
- Follow up complicated customer calls where required.
- Complete call notes and call reports as necessary and updating them in the CRM.
- Obtain and evaluate all relevant data to handle complaints and inquiries.
- Record details of comments, inquiries, complaints, and actions taken.
- Manage administration, communicating and coordinating with internal departments .

Wall Street Exchange - Kuwait

May 2019 — Feb 2020

Customer support Officer

- Maintain a positive and professional attitude toward customers at all times.
- Respond promptly to customer inquiries.
- Take customers calls E-mails (Arabic/English).
- Help customers with inquiries and latest Currency exchange rates.
- Follow-up with customers transactions.
- Acknowledge and resolve customer complaints.
- Keep records of customer interactions, transactions, comments, and complaints.
- Provide feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

Truefitt & Hill LONDON Luxury Barber - Kuwait

Sep 2016 — Apr 2019

Sales Associate /Receptionist /E-commerce

Duties & Responsibilities including but not limited to

- Welcome Customers in a friendly and professional manner , and survey them for Services and Products.
- Achieve Sales targets.
- Handle customer needs, inquiries, and complains.
- Supervise hairdresser for customer appointments and requirement.
- Manage phone calls, emails, deliveries, and inventory.
- Ensure that the hairdresser is following the brand standard procedures delivering services to our customers.

- Boost sales by providing customers with information on promotions and new products and services.
- Organize products orders and make sure its well presentable before attempt to deliver to the customers.
- Coordinate with inventory database to determine and manage inventory needs.
- Prepare list of products quantities to order from the supplier.
- Prepare cost estimates and manage budgets.
- Manage the maintenance of the store decoration ,shaving equipment and machinery.
- Purchase barber tools and general barbershop consumptions.
- Develop and manage business partners and provide training for their staff.
- Design logos,Business cards and brochures ,ensure brand specific guidelines are applied.
- Troubleshoot any issue regarding to networking, Security cameras, printers and system debugging.

JAMAICA INN Hotel - Kuwait

Jul 2015 — Aug 2016

Receptionist

- Greet and welcoming Customers .
- Provide information about our hotel, available rooms, rates and amenities
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Make and confirm reservations for guests.
- Ensure proper room allocation.
- Contact necessary staff to solve problems when challenges arise, ensuring guest comfort.
- Respond to clients' complaints in a timely and professional manner.
- Follow-up with our staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.
- Maintain updated records of bookings and payments.

Languages

- English - advanced Speaking, listening, writing and reading.
- Arabic - Native language