

Hazem Adnan Doghman

Customer Service Representative / Salesman / Data Entry Specialist



Mobile: +971 56 7928059 Email: Hazemdughman65@gmail.com Address: Dubai, UAE Nationality: Syrian Birth: 27/11/1993

Summary:

- I am driven and results-oriented sales and customer service executive with +3 years of experience in Dubai as a customer service and 8 years as a salesman in Syria, highly skilled in adding profits and achieving goals.
- I was awarded a certificate of appreciation from Carrefour (Dubai) for being a part of a good month.

Work Experiences:

1- Customer Service Representative – UAE – Dubai

Faster Rent a Car

Jan 2023 – Feb 2024

I worked as a data entry for 1 year and I was responsible for:

- Greeting and assisting customers with their inquiries and reservations.
- Providing information about available rental vehicles, rates, and rental policies.
- Managing rental documentation and record keeping.
- Ensuring the return of rental vehicles, inspecting them for damage.
- Entering customer data and keeping their records.
- Reviewing the implementation process to ensure that there are no errors in the saved data.
- Preparing and classifying data sources and reviewing them to ensure they are completely complete.

2-Customer service – UAE – Dubai

Carrefour

Feb 2021 – Dec 2022

I worked as a cashier for +1 years and I was responsible for:

- Providing a positive customer experience with fair, friendly, and courteous service.
- Scanning goods and ensuring pricing is accurate.
- Collecting payments whether in cash or credit.
- Resolving customer complaints, guiding them to provide relevant information.
- Handling merchandise returns and exchanges.
- Balancing the cash drawer at the beginning and end of work shift.

3- Salesman – Syria – Damascus

Magilla Group Clothing

Mar 2019 – Nov 2020

I worked in the showroom for +1 year and I was responsible for:

- Overseeing day-to-day operations of the retail showroom.
- Managing inventory and stock levels to meet customer demand.
- Assisting customers with their inquiries and purchases, resolve their issues in a timely manner.
- Ensuring the showroom is clean, organized, and well-maintained.

4- Salesman – Syria – Homs

Al-Nakhil Perfume co

Jun 2016 –Jan 2019

worked as a salesman for +2 years and I was responsible for:

- Hosting customers and giving them nice experience and good quality service.
- Achieving agreed upon sales targets and outcomes within schedule.

- Clearly labeling items, and arranging according to size and color.
- Providing exceptional services and pleasant shopping experiences to retail customers.

5- Assistant manager – Syria – Damascus

Angel optics

Mar 2014 – Mar 2016

I worked as an assistant manager for 2 years and I was responsible for:

- Dealing with customers and creating strong relationships with them.
- Examining customers' eyesight and providing appropriate lenses.
- Selling products to retail stores.
- Entering sales data on a daily basis and archive it.
- Aiding the team members to achieve goals.
- collecting and counting the bills at the end of each month.

6- Salesman – Syria – Homs

Alrassasi perfumes LLC

Jul 2012 – Feb 2014

I worked as a salesman for 2 years and I was responsible for:

- Explaining the unique features and qualities of each perfume.
- Up-selling and cross-selling products to increase revenue.
- Gaining in-depth knowledge about the company's perfume products, including their ingredients, scents and benefits.
- Exceeding sales targets by effectively promoting and selling perfumes to customers.

Skills:

- Proficient in Microsoft Office, and data entry software.
- Familiarity with electronic equipment (cash register, scanner, money counters etc.).
- Proficiency in using customer service software and tools.
- Excellent verbal and written communication skills in English and Arabic.
- Cultivate and maintain strong relationships with clients.
- Ability to type and perform data entry accurately.
- Strong attention to detail and accuracy in data entry.
- Analytical mind and excellent negotiating skills.
- Competitor analysis to drive business growth.
- Availability to work flexible shifts if required and adapt to changing schedules and work demands.
- Strong problem-solving abilities .
- The ability to handle difficult customer situation with professionalism, patience , and empathy .

Education:

Faculty of law

Al-Baath university –Syria – Homs

2012-2016

Languages:

Arabic:

Native Language.

English:

Proficient.