

# Weam Michael Dayoub

+971501503660

Wamo150@hotmail.com

[Linkedin.com/in/Weam Dayoub](https://www.linkedin.com/in/WeamDayoub)



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## Summary

I am a dedicated professional with extensive experience in customer service and strong managerial skills. I excel in handling high-pressure environments, ensuring client satisfaction, and driving team performance. I am ambitious, committed to achieving excellence in every aspect of my work, and adept at learning new skills and tackling challenging tasks.

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## Work Experience

### - Teller

#### ***Syria Gulf Bank***

Duration: January 2023 - July 2024

- Responsible for processing financial transactions for customers, including deposits and withdrawals, while ensuring the accuracy of accounts.

### - P.O.S Representative & Cash Collection Representative Replacement

#### ***Syriatel Telecom Company***

Duration: September 2021 - December 2022

- Providing support to customers in using point-of-sale systems and collecting payments, maintaining a high level of service.

### - P.O.S Representative (Customer Service) & P.O.S Promoter (Marketing and Sales)

#### ***Syriatel Telecom Company***

Duration: 2014 - 2017

- Handling customer inquiries and promoting products and services to achieve sales.

### - Supervisor

#### ***Wooden Bakery, Lebanon***

Duration: 1 year

- Managing daily operations in the store, including supervising staff and coordinating work activities.

### - Supervisor, Inventory and Stock Manager

#### ***Family Store 1\$ branches, Lebanon***

Duration: 1 year

Responsible for managing inventory and ensuring the availability of required products in stores.

### - General Accountant and System Manager

#### ***Family Store 1\$ branches, Lebanon***

Duration: 1.5 years

Managing the company's financial affairs, including preparing financial reports and managing accounting systems.

### - Telemarketer and Sales

#### ***MMG Advertising Company***

Duration: 4 months

- Conducting phone calls to promote products and services, attracting new customers.

### - Telesales

#### ***Previleb Luxury Membership Company***

Duration: 5 months

- Selling luxury memberships over the phone and handling customer inquiries.

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## **Educational History**

- Hama University, Hama, Syria  
DEGREE: Bachelor of ARTS AND HUMANITIES [ENGLISH LITERATURE]
  - GRADUATION: Class of 2011
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## **Relevant Skills**

- Professional Quick Typing
    - Ability to type quickly and accurately, facilitating efficient completion of written tasks.
  - Managed maintenance, repair & troubleshooting of Windows, software
  - Experience in maintaining and repairing Windows operating systems and software, ensuring the continuity of device operations.
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## **OTHER INFORMATION**

- JOB TYPE: FULL-TIME
- AVAILABILITY: IMMEDIATELY