



# Zein Suleman

## Information Communication Engineer

An ambitious and practical young man with extensive experience in the field of sales, marketing, reception, and administrative office tasks. Holding a bachelor's degree in communication engineering. Working on his own initiative and has worked for many diverse companies and brands. Able to demonstrate leadership skills that include developing and motivating others to achieve their goals.

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## WORK EXPERIENCE

### Sales & Marketing Executive

#### Zero One Center For Information Technology

01/2022 - 09/2023

SYRIA

##### Achievements/Tasks

- Discussing customers to understand their needs and directing them towards appropriate products.
- Inspecting incoming shipments to ensure their safety and quality. Recording the goods in the inventory system and distributing them on the shelves.
- Analyze and monitor sales performance, changes in product demand, and improve sales and marketing strategies.
- Providing an excellent shopping experience for customers by providing a high level of service and attention to the customer experience.

### Receptionist

#### SHAHEEN TOWER HOTEL

05/2020 - 11/2021

SYRIA

##### Achievements/Tasks

- Directing customers to the next step (meeting another employee room number, or heading to another office within the facility).
- Greeting clients or hotel guests when they arrive at the reception desk.
- Ensure the cleanliness and organization of the reception desk area.
- Display all the information visitors need about the facility accurately and clearly.
- Knowing what managers and other employees need in terms of documents, information and documents, and ensuring that they are constantly available.
- Receiving mail and reviewing its coordination and distribution.

### Customer Service Representative

#### MATRIX ERP

08/2018 - 01/2020

SYRIA

##### Achievements/Tasks

- Responding to customer inquiries.
- Technical support and solving technical problems for customers.
- Conduct and collect customer satisfaction surveys.
- Manage historical contact records and customer data.
- Alert the company to ongoing customer issues or report a bad customer experience directly to the company.
- Identify the problem and need that the customer desires and meet it before transferring it to the company.

## SKILLS

Multitasking

CRM

B2B

B2NGO

Project Management

Effective Communication

Administration

B2C

Persuasion

Data Entry

Information Technology

Microsoft Office

Good listening

## EDUCATION

### Bachelor's of Communication Engineer

#### Tishreen university

11/2017 - 08/2022

Syria

##### Courses

- Awareness in ISO 9001:2015 Certificate
- Human Resource Management Basics - Course Completion Certificate

### Master of Business management

#### Syrian Virtual University

08/2023 - Present

## LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency