

Loai Adnan Al Sabah

Email: loai123456e@gmail.com **Date of Birth:** 1993

Nationality: Syrian | **Mobile Number:** 0582973702 | **Address:** UAE

Summary

Achieved industry leading customer and revenue growth by leveraging top notch abilities in networking and lead development. Demonstrated success in converting prospects into customers ,servicing accounts and maintaining consistent sales levels. Skilled relationship builder, communicator and multitasker.

Work Experience

Customer service Agent

Al Bader Exchange- UAE

December 2021- Present

- Remitting money through Transfast Uremit. Iremit etc..
- Opening WPS Account for companies and creating Salary Information File.
- Dealing with many kinds of credit card like Master, Visa, JCB etc.
- Keeping currency rate updated. Experience of working with customer from different culture and background.
- Respect AML rules. policy, and procedure of the company wherever applicable by collecting the supporting documents.
- Deal with customer complaints and find the suitable solutions or follow up such complaints with customer service.
- forward technical support requisitions to head office, attend the telephone calls and give e the correct information as requested by the callers.

Customer service specialist

Al Diyar Travel Agency - UAE

September 2020 – November 2021

- Identifying customers' needs, clarify information, research every issue and providing solutions
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests
- Maintains call center database by entering information
- Letting customers know about other products that company offers
- Conducting business reviews to ensure clients are satisfied with their product and services

Salesman

Al Hosni perfume – Syria

September 2019 – April 2020

- Collaborated with vendor representatives and company customers to set up optimal delivery schedules.
- Showcased product features to customers and discussed technical details to overcome objections and lock in sales.
- Computed total costs and profit requirements for customer sales to provide accurate pricing.
- Devised and implemented product strategies for filling market gaps and driving consistent sales.
- Established beneficial professional networks and partnerships to gain insight and campaign support resulting in long term business relationships.
- Promoted and up sold products and services to meet needs of customers.

Education

(Damascus University)- Faculty of Literature and Humanities.

- Bachelor's Degree in "Archeology" - 2017, **Rating: Good'**

Skills

Language

- **Arabic** : Native Speaker
- **English** : Good (Speaking, Writing, Reading)

Computer Skills

- Microsoft Office 365

Skills Highlights

- Client presentations
- Sales and marketing strategies
- Lead prospecting
- Account servicing
- Product promotions