

# Mohamad Youssef Shaban

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## Summary

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- Provides fast and excellent customer service to the customers in a professional manner, following the SGOT Rule (Smile – Greet – Offer – Thank).
- Collect and file all transaction supporting documents according to company's uniform filing system and AML policies; arrange for document transfer to the warehouse.
- Resolve customer complaints, independently, wherever possible
- Read, understand, and comply with all announcements from the Head Office or Admin Office.
- Maintain cleanliness of the counter, drawers, tables, and workplace according to office guidelines.
- Answer telephone calls and provide transfer rates/information as required.
- Promote and cross-sell new products and services to customers.

## Experience

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### **(REEFAL DIEB GOODS WHOLESALERS L.L.C | Dubai, DU Commercial Sales Representative | 12/2023 - Present**

Assist in day-to-day administrative tasks such as data entry, filing, and documentation.

Manage incoming and outgoing correspondence, including emails and phone calls.

Schedule appointments and maintain calendars for management and team members.

Prepare and distribute memos, letters, and other documents as required.

Coordinate meetings, conferences, and events as necessary.

Perform general office duties such as photocopying, scanning, and faxing.

Maintain office supplies inventory and place orders when necessary.

Assist with basic accounting tasks such as invoicing and expense tracking.

Provide administrative support to various departments as needed

### **DHL Express | Aleppo, SY Customer Service Advisor | 01/2021 - 11/2023**

responding to customer queries

processing customer orders

resolving customer complaints

troubleshooting tech problems

building strategies for improving the overall customer experience

representing the values of the company

### **Sheraton Aleppo Hotel | Aleppo, SY Receptionist | 08/2020 - 09/2021**

Ensure that all guests are warmly welcomed, recognized and maintain eye contact in accordance with hotel Brand service standards and the goals of GSHA.

Demonstrate comprehensive knowledge of Front Office procedures and computer system.

Deal with all guest requests promptly, taking personal responsibility to ensure guest satisfaction.

Anticipate guest's needs through observation and offer prompt, efficient service either personally or through effective communication with other associates.

Use guest name whenever possible in accordance with hotel standards.

Be familiar with all room types, availability, rates, group movements, billing, daily events, promotions, VIP's.

Handling guest messages, facsimiles, and mail, ensuring that the information is passed on is accurate, complete, and promptly delivered.

Convey information and messages to appropriate personnel in a timely and efficient manner.

**Butterfly Company | Aleppo, SY**  
**Public Relation Officer | 01/2020 - 07/2020**

Receive and review applications for new & renewal of work and residence permits, visas for employees to ensure proper completion of required documentation.

Submit applications with supporting documents to various Government departments and follow progress of formalities until completion.

Liaise with and follow up on submitted applications with Dubai Economy, Municipality, Central Bank, RTA and other relevant government authorities as directed by the Manager – Administration to renew trade licences, permits, leases and registrations for the smooth running of the Company.

Maintain weekly progress chart of work assignments and records of documents being processed through Government departments, updating files upon renewal and maintaining required source documentation regarding rules and regulations or forms required.

Lia's between HR & staff on all MOHRE related tasks & provide necessary solutions.

**Orange telecom Store | Aleppo, SY**  
**Sales Officer | 01/2019 - 12/2019**

Facilitate cold and warm calls to prospective leads; schedule and follow through on calls with leads and current customers

Source and work customer referrals

Answer all lead and customer questions accurately; prioritize and/or escalate lead and customer questions as needed

Perform cost-benefit analysis for prospective customers and advise on appropriate purchase options

Promote specific products as directed by upper management

Inform leads and customers of current promotions and discounts

Maintain positive business and customer relationships in the effort to extend customer lifetime value

Develop strategies for more effective sales, both individually and as part of a team

Track all appointments, sales, complaints, status reports, etc. thoroughly for manager review

Self-improve continuously by way of experience and manager feedback

**Taiba Company | Aleppo, SY**  
**English Interpreter | 10/2017 - 12/2018**

Reading or listening given materials for translation. Providing accurate translation from one language to another. Documenting changes to translated materials. Checking dictionaries and encyclopedias for unknown words

## Education

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Aleppo University | Aleppo, SY  
BA in English Literature and Language | 10/2017

## Certificates

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Driver's License, DHL Express Certificate of Experience , Experience certificate Assistant Education Specialist Autism, ICDL Certificate, Certificate of Completion French Course