

MILAD HAMZE



Dubai - United Arab Emirates

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SEX: Male - DATE OF BIRTH: 02/06/1998 - NATIONALITY: Syrian

Work Experience :

From JUL 2023 - NOW

Head cashier- call center - RAS INVESTMENT GROUP -DUBAI

- Process Transactions: Handle customer payments for orders.
- Manage Cash Register: Ensure the cash drawer is balanced at the start and end of shifts.
- Prepare Reports: Generate financial reports and track daily earnings.
- Handle Returns and Exchanges
- Take Orders: Receive and input customer orders over the phone.
- Answer Inquiries: Provide information about the menu, specials, and restaurant services.
- Resolve Complaints: Address and resolve customer complaints or issues.
- Coordinate Deliveries: Ensure orders are accurately relayed to the kitchen and delivery staff.
- Follow Up: Confirm delivery times and follow up on customer satisfaction.

From FEB 2022 - APR 2023

manager-HADAYA APP - Swaida-syria

- Develop and implement strategies to increase user acquisition, retention and revenue.
- Ensure the app's content is up-to-date and accurate .
- Oversee the development and implementation of app features and functionality .
- Manage the app's overall user .
- Collaborate with internal teams, including marketing, sales,operations,and IT,to ensure the app is aligned with the company's overall objectives
- Develop and manage relationships with vendors and partners
- Monitor user feedback and respond to user inquiries and concerns
- Manage the app's budget and resources.

From MAR 2021 - JAN 2022

customer service-sales-KIRBY - Damascus-syria

- Provide customers with information on water filter and solar water heater products and services .
- Assist customers with selecting the best water filter and solar water heater products for their needs .
- Work to resolve customer issues quickly and effectively .
- Provide product demonstrations and answer any questions customers have about water filter and solar water heater products .
- Document all transactions, calls, emails, and chats for customers.
- Handling physical cash movement.

From NOV 2019 - FEB 2021

customer service-cashier-MABCO - Damascus-syria

- First level customer support.
- Respond to customer inquiries via phone, email, or chat.
- Handling physical cash movement.
- Work to resolve customer issues quickly and effectively.
- Assist customers with online or in-store purchasing and shopping processes.
- Improve the customer experience when visiting the store by providing advice and guidance.
- Provide current information and updates on products, services, and promotions
- Daily physical inventory.
- Cash in and out.

From JUN 2018 - SEP 2019

customer service-sales- LEVANT - Damascus-syria

- Manage relationships with external vendors, such as advertising agencies and marketing firms.
- Develop and maintain strong relationships with key stakeholders, such as customers, partners, and industry influencers.
- Provide regular reports and updates to management on marketing activities and results.
- Stay up-to-date with the latest marketing trends

EDUCATION :

2021 - Damascus University

Bachelor of electrical engineering

2016 - Damascus - Damascus

High school certificate

LANGUAGES :

Arabic: mother language

English: fluent

SKILLS :

-Communication skills. -negotiation skills.

-Microsoft Office systems (Word, Excel, PowerPoint, and Outlook).

-Teamwork.

-Active listening.

-Fast learner.

-Time management.

-Self-control.

-Self-development management and well-organized with planning skills.

-Excellent in solving the issues and problems at the required time (out of the box).

TRAININGS :

Job skills UNDP - Sep 2021

ICDL Computer leading UNDP - Apr 2022

Customer service UNDP - Sep 2022

REFEREENS CAN BE PROVIDED UPON
REQUEST...