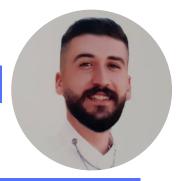
## MILAD HAMZE



**Dubai - United Arab Emirates** 

Phone: +971 522756391 / Email: miladhamze2@gmail.com

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...