



Firas El Dahouk

Sales Consultant

Nationality : French

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OBJECTIVE

Motivated, hardworker, problem solver with more than 3 years of sales consultancy and customer service in the banking and retail industry. Skilled in Negotiation, Financial analysis, Customer Service, Consultancy, and Social Media

SKILLS

- Communication
- Negotiation
- Management
- Leadership
- Mindfulness

LANGUAGES

- English: Excellent
- French: Native
- Arabic: Fluent

HOBBIES

- Ping-pong and badminton
- Hiking and yoga
- Photography
- Choir member
- Volunteering

WORK EXPERIENCE

SALES CONSULTANT- Ubaldi.com

NOV 2020 TILL PRESENT

- Maintain contact with clients to obtain customer feedback regarding product/service quality
- Assist clients in resolving issues and complaints concerning purchased products via phone calls and mails.
- Provide information from after sale departments of big brands like Samsung, LG, Miele, SMEG, Bosch etc... to finalize files and get a customer satisfaction
- Take in charge of the Marketplace B2B (Amazon, Rakuten and CDiscount) claims and messages

CUSTOMER RELATIONSHIP OFFICER- Byblos Bank Group

SEP 2018 TILL SEP 2020

- Assist customers with processing transactions, such as deposits, withdrawals, or payments including resolving complaints
- Executed financial transactions including SWIFT transfers, account transfers, foreign exchange transfers, purchasing cheques according to bank policies and procedures
- Communicate daily with customers regarding different services
- Verify all aspects of client identification documents and necessary KYC and FATCA requirements

INTERN - Hôtel-Dieu de France | Beirut, Lebanon

Summer 2017

- Take in charge of patients records and worked on their payment bills
- Sorted former employees' documents for a new information system
- Reviewed employees' working hours and worked on salary payrolls

EDUCATION

BACHELOR DEGREE in Business Administration - Management
graduated from SAINT-JOSEPH UNIVERSITY of Beirut

2015 – 2018

Additional Professional Activities

ASSESSOR | French consulate in Lebanon

- Conducted assessments during the 1st and 2nd round of the presidential elections in 2017
- Monitored the passports and identity cards of voters and ensured the transparency of the election process

STUDENT GUIDE | SAINT JOSEPH UNIVERSITY

- Guided new students and facilitated their 1st year on campus
- Introduced the university system to new students and answered their inquiries whenever needed

References available upon request