



MOATAZ INJRENEE



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Dubai

Sales and Marketing

EXPERIENCES

Real estate / Sales and Marketing freelancer 2022 - now

**Emirates Red Crecent - Dubai center / volunteer
15 / 5 / 2023 now**

**Life Style Luxury Vacation Club Al Habtoor city
/ Sales and Marketing 25 / 12 / 2022 - 30 / 6 / 2023**

- * Receive the client , make warm up .
- * Explain to him about the tourism program through the tour .
- * Show him all facilities and offers that will benefit from them .
- * Providing all information for customer .
- * Send a customer satisfaction survey reports and benefit from their feedback.
- * Quick response , assisting customers in overcoming the problems they face * providing adequate answers to all their inquiries .
- * Providing high quality service that meets customer needs .
- * Resolve fears's customer problems .
- * Management with closer manager to make deal .

Hunza for General Trading / Sales 1 / 9 / - 1 / 12 / 2022

- * Receiving 70 calls per day .
- * Answering to all inquiries of customer.
- * Send a customer satisfaction survey reports and benefit from their feedback.
- * Maintaining records of customer communications .
- * Resolve Fears's customer problems,
- * Customer complaints management .
- * Sales management with out door sales team .

Al aga broasted restaurant / Cashier 1 / 8 / 2022

- * Receiving money from customers
- * Issuing invoices and giving each customer an invoice for his purchases when the rest of the money is returned to him
- * Operating and using a computer and all devices .

Abu Alkhair restaurant / Cashier 1 / 2 / 2022

- * Receiving money from customers
- * issuing invoices and giving each customer an invoice for his purchases when the rest of the money is returned to him
- * Operating and using a computer and all devices .

EDUCATION

University of Aleppo

Diploma of Education . 2017 - 2018

Faculty of Education

Higher Institute

Technical Diploma in Tourism institutes Management 2018

Dar Bassil institute for Tourism & Hotel Training

University of Aleppo

Bachelor's Degree in English Translation . 2016

Faculty of Art and Humanities

Talented, ambitious, motivating person.
I seek to reach my goals through my skills.

I seek professional stability and
development, acquiring more experience
and new skills, providing the best
customer service, working within a team
and a comfortable work environment to
earn more money .

LANGUAGE

- English
- Arabic (Native)

SKILLS

- Cash dealing
- Creativity
- Communication
- listening
- Dealing with different types of customers
- Answer the phone in a professional manner
- Work to gain customer confidence and satisfaction
- Familiarity with all product information
- Strong and attractive personality
- Flexibility

TRAININGS

- * Success makers 2023
(Emirates Red Crecent)
- * work ethics career 2023
(Emirates Red Crecent)
- * Customer service CRM system 2022
(Hunza for General Trading)
- * Sales Strategies 2022
(Life Style Luxury Vacation Club)
- * Computer literacy / ICDL 2020
(Absolutely Positive Syrians Foundation)
- * Customer service Diploma 2020
(Sanad team for Development)
- * Customer service Diploma 2018