

BASEL ISSA



Personal information

Basel Issa

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1986/10/08

Male

UAE

Sharjah

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Contact

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f bassel issa

Skills

Computer Skills

💻 Microsoft Office, Oracel & MS Windows ●●●●●

Special Abilities

Ability to learn and develop ●●●●●

Capable of working under pressure ●●●●●

Advanced communication skills ●●●●●

Leadership capabilities ●●●●●

Able to work in a team ●●●●●

Time Management ●●●●●

Languages

Arabic ●●●●●
English ●●●●●

Profile

Time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet organization goals. Knowledgeable about training employees, optimizing procedures and de-escalating challenging situations with a calm and professional approach. Analytical and detail-oriented with a demonstrated record of accomplishment in meeting service goals.

Education

- **Bachelor degree in Banking and Insurance**
Damascus University, Damascus | 2007 - graduated

Professional Experience

● Sales Supervisor

New Laptop King (UAE-Dubai) | Sep 2022 - At presen

Respond to customer inquiries and complaints. Direct and supervise employees engaged in sales, taking inventory, reconciling cash receipts, or in performing services for customers. Monitor sales activities to ensure that customers receive satisfactory service and quality goods

● Universal Officer (Customer Service – Head Teller)

Cham Bank (Damascus, Syria) | Jun 2018 - Jul 2021

Supervises other bank tellers and their cash drawers.Trains new tellers in bank practice and procedure.Replenishes and troubleshoots ATM machines. Relays information to bank officials; may create reports at the end of each shift for reference. Answer customer questions about basic banking services, such as account balances and interest rates and fees. Help customers protect their accounts and reissuing compromised debit and credit cards. Welcomed customers warmly to meet banking service and transactional needs with seamless execution. Cashing cheque and deposits, in addition bank's products from sales and product marketing

● V.I.P & Co Sales Assistant Manager

Sawa, Internet Provider (ISP), (Damascus, Syria) | Feb 2016 - Apr 2018

Owning and building relationships with our list of high spending VIP's Develop & execute a sales plan to ensure that there is regular, high touch contact Looking at best ways of managing data and ensuring all records are kept up to date and as fully detailed as possible Maintain customer database Retain existing clientele and secure new accounts promote the brand

● Customer Service In-Charge Supervisor

Syriatel .Telecommunication CO, (Damascus, Syria) | Aug 2010 - Jul 2015

Handle incoming customer calls using a variety of call center technologies Handle customer queries and complaints in a professional manner. Maintain call center standards for customer service levels. Quickly and efficiently able to input, update, delete, add, amend customer data into customer database. Ensure compliance with all applicable policies and regular requirements on Information security. Training and assisting staff computer skills

● Inventory Accountant

SAFA industry and trade Co, (Damascus, Syria) | Feb 2009 - Jun 2010

Perform weekly and monthly physical stock checks at all product Maintaining acceptable and accurate inventory levels at warehouse/inventory locations based on goods shipped. Responsible for communicating with all department managers and purchasing on inventory levels and locations. Coordinate with warehouse team to implement and ensure control system to reduce damage, breakage and inventory obsolescence

Workshops& Courses

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|---------------------------------|---|---------------------------------------------------------------|
| AL-Mashora 2022 | ● | INTERNATIONAL TRADING , Damascus |
| AL-Tanmya 2022 | ● | INTERNATIONAL SHIPPING , Damascus |
| Insight 2022 | ● | SUPPLY CHAIN MANAGEMENT , Damascus |
| Al-Tanmya 2020 | ● | PROJECT MANAGEMENT PROFESSIONAL-PMP , Damascus |
| Cham Bank AG 2019 | ● | RETAIL FINANCE, Damascus |
| Cham Bank AG 2019 | ● | ANTI MONEY LAUNDERING, Damascus Description of the course. |
| New Horizons C enter 2017 | ● | INTERMEDIATE ACCOUNTING , Damascus |
| AL BARAKA BA NK 2016 | ● | INTERNSHIP IN CUSTOMER SERVICE AND TRADING FOREIGN , Damascus |
| Syriatel-Co 2014 | ● | ADVANCED COMMUNICATION SKILLS , Damascus |
| New Horizons C enter 2011 | ● | EXCEL PROFESSIONAL SKILLS , Damascus |
| Delta center 2008 | ● | MASTERING AL AMEEN ACCOUNTING PROGRAM, Damascus |