

YUSEF SHANAWANY

Energetic Sales, customer service professional with experience in fast-paced environment seeking an opportunity in a team-orientated and Leadership Company, with eager to obtain a position that makes full use of expertise in building customer relations, closing deals, achieving target and foster client satisfaction.

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EXPERTISE

- Excellent customer service to difficult callers.
- Achieving targets and closing deals.
- Staff management across the project.
- Assist customers in a timely manner to solve problems.
- Ability to remain calm in stressful situations.
- Identify current and future trends that appeal to consumers.
- Strong work ethic leading to efficient and complete service.
- Leadership management.
- Research Skill & Teamwork abilities.
- Translation Skill from Arabic to English.
- Proficient in All Microsoft Office software.
- Background in Mass Communication & Media.

WORK HISTORY

2015 To 2017

Sales Executive, Customer Service

Malaysian Global Innovation & Creativity Centre (MAGIC)

Malaysia

- Responding to customer concerns and inquires via social media, telephone, e-mails etc.
- Explaining, recommending and providing information to clients about products and available Real Estate deals.
- Preparation of documents and reports of the monthly sales and warehouse stock.
- Assisting, promoting and advertising through questionnaires and surveys to target client needs.
- Serve as a liaison between the customers and the company departments through preparing and sharing forms.
- Utilizing bilingual skills (Arabic and English) to market and promote products to Middle Eastern clients and maximize company profits.

LANGUAGES

Arabic & English

SKILLS

- Customer service-orientated
- Flexibility & communication
- Problem Solving & Proficiency
- Self-Management organization
- Skilled multi-tasker
- Operation improvement assurance
- Team work & supervising
- Relationship building

EDUCATION

2019

**Bachelor of Science (Honor's)
in Construction Management**

**Limkokwing University Of Creative
Technology, Malaysia**

2017

Foundation in Built Environment

**Limkokwing University Of Creative
Technology, Malaysia**

February 2019 to June 2019

Sales Executive, Customer Representative

Portland Arena SDN. BHD. Malaysia

- Managing large amounts of calls, inbound and outbound in a timely manner.
- Explaining, recommending and providing information to clients about products and available construction materials.
- Checking eligibility of the client by ensuring that their documents are up to date and they are meeting the requirements before department approval.
- Handling all clients' complaints and respond to their concerns via social media telephone, e-mails and provide efficient solutions.,
- Advising foreign clients by designing necessary documents, contracts and forms as per the law.
- Meeting qualitative and quantitative targets via ensuring customer satisfaction and adhering to their requirements.
- Keeping site work safe and in line with budget, schedule and applicable building codes.
- Researching and updating all required materials needed for the firm and partners.

2017 to 2018

Store Supervisor

Adidas, KSA

- Manage retail staff, including cashiers and people working on the floor and Ensure standards for quality, customer service satisfaction.
- Maintain inventory and ensure items are in stock and Approve contracts with vendors to keep up with fluctuating supply and demand.
- Reviewing plans from management and consulting with clients to gain a deep understanding of project plan and objectives.

2016 to 2017

Call center Representative Valencia

company, KSA

- Answer phones and customer requests and complaints in an efficient manner.
- Transfer calls to appropriate place and close any potential deal.
- Report any problems and suggestions strategies for better work atmosphere.
- Assist customers in a timely manner to avoid long waiting times.
- Calm frustrated or upset customers by providing excellent and friendly service.

January 2016 to Current

Director

WINT for Human Development Charity organization, Sudan

- Grew company Donations by 15% in a year.
- Developed top-performing operations teams by recruiting, training and mentoring youth to build strong, driven groups that serve people who in need.
- Communicated with donors to meet fiduciary obligations, Strengthen relationships and define the noble objectives.
- Leading social media campaign to raise funds, clothing, and stationaries. Also help people with critical health conditions.

2018

**OSH Act Training Safety & Health
Cert Academy**

2018

**Basic Fire Fighting Training &
Emergency Response Plan &
Preparedness Training**

Health & Safety

Cert Academy

2019

**Successful Selling, Self Motivate,
Negotiation Skills & product
Specialization Course.**

Grand Employment