

## **Rayan Rahal**

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### **Key Skills**

- Communication Skills
  - Ability to work independently on assigned tasks as well as to accept direction on given assignments
  - Eager to learn and apply new information and skills
  - Good management skills communication and listening skills
  - Customer Service
  - Able to do multi-task
  - Very good Team Player
  - Ability to work independently on assigned tasks as well as to accept direction on given assignments
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### **PROFESSIONAL EXPERIENCE**

#### **Sales and Customer Care– Citruss World of shopping-Lebanon**

##### **Jun 2018 – Sep 2020**

- Following up with customers request
- Good relationship with the customers
- Helping customers with complaints and questions,
- Give customers information about products and services, take orders, and process returns.
- Ensure customer satisfaction and provide professional customer support.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating with customers about any new product

#### **Admin Assistant - Dubai Investment – DIP -Dubai**

##### **Jun 2016 - Jul 2017**

- Supervise and coordinate activities of staff
- Interview job applicants
- Conduct orientation programmers for new employees

- Administer salaries and determine leave entitlements
- Be involved in staff training and development, preparation of job descriptions, staff assessments and promotions
- Prepare annual estimates of expenditure, maintain budgetary and inventory controls and make recommendations to management
- Maintain management information systems (manual or computerized)
- Locate suitable business premises and negotiate reasonable leasing agreements
- Provide and maintain business premises and other facilities, including plant machinery and equipment

**Call center agent - Emirates NBD bank - Dubai**

**Oct 2014 - May 2016**

- Catering to walk-in customers and telephone queries for customizing and selling credit cards to enhance company's revenue and profitability; handling corporate clients and providing top notch services to ensure high customer satisfaction.
- Responding to telephonic queries from customers and resolving issues in an amicable manner; evaluating requirements of prospects.
- Maintaining records of all the sales and preparing activity reports on a daily basis for the supervisor and management to comply with the record-keeping requirements.
- Selling for the customer credit cards, activating their credit card and also upgrading the credit cards

**Women Section Sales - Galleries Lafayette -Dubai**

**Sep 2011 - Sep 2014**

- Greeting and serving customers from the moment they enter the shop
- Responsible for liaising with customers in order to ensure a transaction goes smoothly
- Help customers choose between the company's array of goods and services, process payments and maintain a high level of customer service.
- Restocking goods when they're selling out, and ensuring they're attractively displayed, particularly if it's in a sale or on offer.

**EDUCATION**

Bachelor's Degree in Business Administration – Finance

**INTERESTS**

Swimming, Shopping and traveling