

LAMIN GAASSIS

Deira, Dubai, UAE
Mobile No: +971 55 206 1442

Email: gassislamin12@gmail.com

Language: **Arabic – Fluent**
French – Fluent
English – Basic



PROFESSIONAL SUMMARY

Enthusiastic customer service representative with experience in retail and food industry, hands-on computer experience provides me with the foundation of upfront customer service experience. Dedicated team player with demonstrated training and problem-solving abilities.

SKILLS

- Works well as part of a team
- Knowledgeable on product
- Reliable worker
- Customer engagement
- Cash Handling
- Hospitality service expertise
- Customer Service
- Willingness to learn new things
- Willingness to work on extensive hours
- Keeping itself calm in the situation of conflict

Work experience

- **HBA First, Dubai**
Dubai, United Arab Emirates
Telesales Representative / Sales
February 2023 - PRESENT
 - **Cold calling/WhatsApp** potential or existing customers via **Arabic and French** Languages, to inform them about our business partners to offer them shares% and they will get profit every month.
 - Answering questions about business partners or the company
 - Asking questions to understand customer requirements and close sales.
 - Asking questions in Arabic and French to engage customers and keep the conversation going.
 - Listening to the customers' needs to generate repeat sales.
 - Gathering and documenting customer information, payment methods, purchases, and reactions to products/services.
 - Keeping up to date on all products and informing customers of new business partners.
 - Answering customers' questions on the business partners.



- **Carrefour**
Algeria, Algeria
Sales Representative Employee – Clothes Department
2019 - 2020
 - Assisted the store with managing inventory and stocking racks.
 - Worked well independently and also as a team member
 - Exhibited enthusiasm and a passion for exceptional customer service during each and every shift.



- Adhered to store protocols and policies at all times.
- Provided timely and comprehensive solutions and answered client questions about product issues

Cashier

2018-2019

- Provides a positive customer experience with fair, friendly, and courteous service.
- Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.
- Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems.
- Balances cash drawer by counting cash at beginning and end of work shift.

Storekeeper/Warehouse Staff

2017-2018

- Receive and forward all types of goods and deliveries in and out of the Carrefour to the correct point of storage area.
- Follow all standards for issuing and receiving stock within the store's area of operation.
- Monitor and take inventory on regular basis to compile orders based on par levels or needs.
- Maintain clear and organized records to ensure all reports and invoices are filed and stored properly.

- ***The Big Lighthouse Restaurant***

Mila, Algeria

Assistant Cook

2016-2017

- Assisting the Cook in food preparation activities, such as cleaning, cutting, chopping and peeling food ingredients
- Cleaning and sanitising the food preparation areas based on company and industry hygiene codes and health and safety standards
- Washing, disinfecting and properly storing cooking and kitchen utensils and equipment

Restaurant Crew member

August 2015 - April 2016

- Prepared and served food and beverages
- Processed customer payments accordingly
- Stocked dining areas with necessary food and supplies
- Collaborated with team members to complete orders.
- Maintained clean, sanitized, and well-organized food preparation zones.

EDUCATIONAL BACKGROUND

Bachelor of Science in Applied Mathematics

AbdelHafid Boussouf University

Mila, Algeria

2016-2019