

Anas Zreik

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About Me:

I am a motivated and well-informed sales associate who assists brands in broadening their reach. I handle customer troubleshooting and address any objections they may have. My goal is to provide outstanding service and create unforgettable customer experiences. I am looking to establish significant connections that will lead to increased revenue and surpass customer expectations.

Work Experience:

01/10/2023 - 01/12/2024 Stockholm, Sweden.

Cruise Operation Officer | InterCruises Shoreside and Port Services | Freelance.

- Handled travel reservations such as verification of passports, tickets, vaccination certificates, and data entry.
- Team onboarding and helping with the embarkation and debarkation of guests in Stockholm port and airport.
- Provided expert consultations and great customer service to passengers in the travel industry.
- Showed strong communication skills, handled various forms of customer inquiries, maintained records, and managed communication through multiple channels.

01/08/2022 - 01/09/2023 Stockholm, Sweden.

Passengers Service Agent | DMC Nordic Sweden | Freelance.

- Providing smooth-running front office services to guest journeys.
- Effective working relationships and collaboration with guests in a fast-paced environment.
- Productivity and compliance in departmental plans and logistics.
- Ensuring passengers' satisfaction and adherence.

01/10/2020 - 31/12/2021 Dubai, United Arab Emirates

Excellence Communication Officer | KAIZEN Asset Management Services.

- Worked on numerous platforms such as Mollak System, MasterPlan, MasterKey, ADDA, Slack, Ziwo, and SnagReport.
- Replied to clients' inbound calls, chats, and emails, resolved their queries, and maintained long-term client and partner relationships.
- Cultivated nurturing relationships with clients to handle their complaints and provide solutions.
- Issued monthly financial reports and invoice handling.
- Monitored legislative impacts and proposed solutions to meet customers' and regulatory needs.
- Had flexible availability including weekends and holidays.

01/01/2020 - 01/09/2020 Kuwait City, Kuwait

Success Executive | BelnMedia for Marketing & Advertising.

- Sold profitable business solutions, maximized sales and revenue growth, and ensured customer satisfaction and post-sale collaboration.
- Shared information about products and participated in seasonal campaigns and events.
- Increased market share by 15% through implementations of marketing research, followed up with customers, and maintained records in CRM software.
- Researched prospects within territory management, providing international knowledge and sending quotations.
- Identified solutions for clients, interacted with current and prospective clients in an investment management field and reached sales targets and KPIs to underscore performance expectations.

Education:

- 01/12/2019 - 01/12/2020
Diploma in Education and Teaching, Education College.
- 01/01/2015 - 02/07/2019
Bachelor's Degree in English Language and Literature, Arts and Humanities College.

Language Skills:

Arabic (Mother Tongue)

English (Fluent)

Swedish (Fluent)

Volunteering:

- 01/08/2018 - 29/12/2018. **National Volunteer Program for Emergencies, Crises and Disasters**, Latakia.
- 16/10/2018 - 16/12/2018. **Emirates Red Crescent**, Latakia.