

MOHAMAD HARETH HAFEZ

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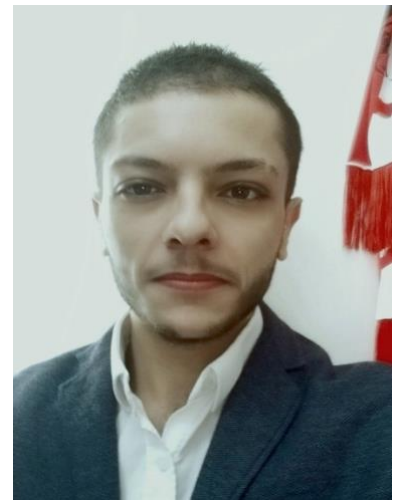
EMAIL : hareshafez93@gmail.com

BIRTH : 23-06-1993 SYRIA

Visa : residence

Summary :

- luxury goods selling and marketing Executive ,
(jewelry , watches ,clothes , electronic devices)
- Shipping logistics coordinator (import and export),
- Professional customer services agent ,
- Digital marketing ,
- Showroom administrator ,
- Documents controller ,
- Front Desk Executive ,
- Public relations agent .



(EDUCATION & EXPERIENCES CERTIFICATES)

- BACHELOR IN BUSINESS MANAGEMENT- E. MARKETING –
ALBA-ATH UNIVERSITY from 2013 to 2017
- Certificate of proficiency MH-1876-BS
- MARITIME MEDICAL CERTIFICATE B-4575
- DOCUMENT OF SUCCESSFUL COMPLETION OF THE BASIC
TRAINING AND SECURITY AWARENESS COURSE LAT5402

(EXPERINCES)

■ Senior Showroom Sales Executive & Customer Service Agent

Moda in Milano co.

DUBAI . ALBUSTAN MALL - from: Jan / 2020 till now

- Customer service, guiding customers to available options, proposing better options, and taking care not to disturb them.**
- Responsible for running the sales process correctly.**
- administrator for luxury Weddings and occasions clothes jewelries and accessories.**
- control the retail operation and make a bill for the customer.**
- professional customer care and attention.**

■ CUSTOMER SERVICE SUPERVISOR & CALL CENTER AGENT

Sun Hills international co (part time)

Dubai . Deidra city center – from : Jan / 2020 till now

- Make phone calls and make deals with leads . Communicating with clients and providing all information via e-mail and social media**
- Sale and promotion by designing advertisements for tourist destinations**
- CUSTOMER SERVICE AGENT RESPONSIBLE FOR LUXURY HOTELS MEMBERSHIPS AND TOURIST programs around the world.**
- Confirm reservations and follow up with clients,**
- get new deals, and pay attention, to running the program successfully.**

■ LOGISTICS COORDINATOR & ACCOUNTANT

TARTOUSHI SHIPPING CO.

UAE . DUBAI . MINA RASHED - from : Jan/2018 to Dec / 2019

- Maintaining simple accounts and organizing expenses and imports
- Regulating sea freight operations.
- Searching for clients and companies and signing new contracts
- Caring for existing customers and ensuring shipments arrive safely
- Responding to customer inquiries and listening to their demands

■ Operations Retail Manager

SAMSUNG GROUP

SYRIA LATTAKIA 01-1-2013 to 01-12-2017

Wholesale and retail the Samsung's electronic parts

- Leading sales operations and organizing them to be at their best.
- Maintaining accounting operations and organizing bills and accounts.
- Manager of sales hall . (responsible for five employee).
- Customer service and professional receptionist and Attracting viewers and increasing the confidence of existing customers needs.
- Sale & designing ads on social network sites .

(SKILLS)

- Communication ●Effective speaking ●Presentation ●Time management ●Teamwork and leadership ●Report writing ●Networking
- languages : English is very good – Arabic is mother language
- Widows & office tools : basic in Word , Exile , Photoshop & PowerPoint, Networking and social media ads .