



Bassam Alshehabi

Mobile: +973 32228900 Email: b32228900@gmail.com

OBJECTIVE:

My seeking a challenging and rewarding career. An extrovert & a good communicator who works well in a team environment and is capable of assuming any challenging assignment.

PERSONAL DETAILS:

Date OF BIRTH: 9th October 1994

CPR No: 941003019

Nationality: Bahraini

Martial: Single

LANGUAGES:

ARABIC

ENGLISH



EDUCATION:

- | | |
|-------------|---|
| 2012 – 2013 | International Diploma in English Business
Bahrain Institute for banking AND finance (BIBF) |
| 2009 – 2011 | Shaikh Abdulla Bin Isa Secondary School
Commercial Major |



WORK EXPERIENCE:

From: MAY 2019 To: February 2020
Position: Sales representative
Company: Bahrain Duty free

Responsibilities:

- Covering many departments such as arrivals, departures.. Etc
- Serves customers by selling products and meeting customer needs.
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.

From: September 2016 To: 2019
Position: Customer Service agent
Company: Gulf Hotel Bahrain

Responsibilities:

- Help customer needs and requests.
- Maintaining positive business relationships to ensure future sales
- Build sustainable relationships and trust with customer accounts through open and interactive communication.

From: June 2014 To: DECEMBER 2016
Position: Customer Service agent
Company: INVITA COMPANY

Responsibilities:

- Handling cases of several projects as banks, EWA and hunger line.
- Provide accurate, valid and complete information by using the right methods/tools

From: June 2013 To: 2014 |
Position: Customer Service agent
Company: BATELCO

Responsibilities:

- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

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SKILLS:

- **Software:** Knowledge in using MS Office Windows such as (Word, PowerPoint and Excel)
- **Team work:** using skills as an individual or as a member of a team.
- **Self management:** evaluating and monitoring own performance, having knowledge and skills through learning from others employees.
- **Problem solving:** being system practitioner in solving problem and analysis the issues has become.



INTERESTS:



Internet



Trip



Sport



Reading



photography

REFERENCE:

Name: Bashar Ghazwan | Position: Front office Manager | Company: Gulf Hotel | Mobile: +973 36044454