



– Raphael Gergi –



Contact & Details

Full Name Raphael Boutros Gergi
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Mobile 961 70 412226

Languages English
Reading ██████████
Writing ██████████
French
Reading ██████████
Writing ██████████
Arabic
Reading ██████████
Writing ██████████

Hobbies Music Composition, Swimming,
Hiking, Cycling, Engineering.



Overview

- Experience in retail Customer Service especially Shopping Malls & Clothes Retail
- Competitive, Determined & Goal oriented young person
- Friendly, Outgoing & Responsive personality
- Team Leader



Work Experience

May 2014 - Present: Customer Service Officer
Majid Al Futtain Properties, Beirut.

Main Responsibilities:

- Deal directly with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle service inquiries
- Set up new customer accounts
- Process orders, forms, applications and requests
- Organize workflow to meet customer timeframes
- Direct requests and unresolved issues to the designated resource
- Record details of inquiries, comments and complaints
- Maintain customer databases
- Manage administration
- Communicate and coordinate with internal departments
- Follow up on customer interactions
- Provide feedback on the efficiency of the customer service process

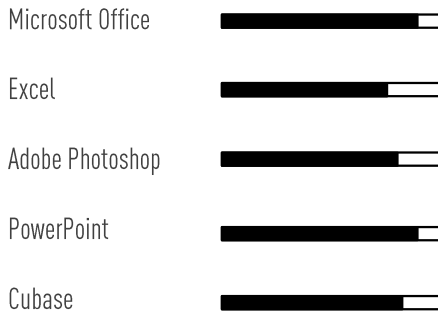
Oct 2016 - Mar 2017: Owner
Bakerhouse, Beirut.

Main Responsibilities:

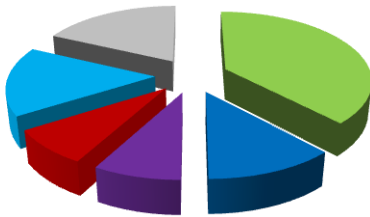
- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards.
- Preserve excellent levels of internal and external Customer Service.
- Design exceptional Menus, purchase good and continuously make necessary improvements.
- Establish targets, KPI's, policies and procedures.
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork.
- Follow up on every item under direct supervision.
- Appraise personnel's performance and provide feedback to keep them upbeat and productive.
- Control costs and cut waste
- Nurture a positive working environment and lead by example as restaurant supervisor



PC Knowledge



Professional Skills



- Communication Skills
- Problem Solving
- Team Working
- Responsibility
- Time Management
- Leadership



Academic

American University of Beirut
Marketing Management 2017-2018



Sagesse Technique

Interior Design

2008-2011



Mar 2013 - April 2014: Customer Service Officer
ABC Group, Beirut.

Main Responsibilities:

- Handle and solve customer's complaints
- Assist customers in opening, monitoring and closing their wedding list's account
- Receive payments by cash, check, credit cards, vouchers or automatic debits, in charge of own "Fond de caisse"
- Participate in the trunk shows, special events and designer personal appearances with the coordination of the Marketing Department and Store/Mall managers
- Perform monthly reports and ensure compilation of customer data is captured to build clients
- Answer customers inquires in-store and via phone and monitor animators attendance

Feb 2009 - May 2011: Waiter

Lina's Catertainment, Beirut.

Main Responsibilities:

- Suggests food and beverages to be well versed with the menu, method of preparation and accompaniments
- Cleans and polishes Glassware, China ware, hollowware and flatware
- Maintains cleanliness and mise-en-place level at working station and service pantry for smooth operation
- Replenishes supply of linen and other Operating equipment
- Obtains requested items from the storeroom
- Maintains excellent grooming standard at all times



Trainings & Certificates

Upselling Techniques	2013	
CCM-CRM	2013	
Customer Service Relations	2014	
Time & Priority Management	2015	
Conflict Management	2016	
Social Media	2016	
Basic Selling Techniques	2017	
Customer Service	2017	
Uplifting Service (3 workshops)	2018	



Reference

Lea Cremesty Kanaan

Majid Al Futtaim Properties – Marketing Manager

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