

---

# AMIR AL ASHKAR

---

Bshamoun, Aley 1501 ♦ 0096170626382 ♦ alashkar.amir@gmail.com

---

---

## PROFESSIONAL SUMMARY

---

Energetic and optimistic customer service representative with over 4 years of professional experience assisting customers and helping them reach their wants and needs. Graduated from American University of science and technology with a bachelor's degree of business management, pursuing a challenging career in a high-profile organization which offers a genuine opportunity for progression.

---

## WORK HISTORY

---

**Senior Service Advisor**, 08/2019 to 06/2021

**Rasamny-Younis Motor Company S.A.L. (RYMCO)** – Beirut, Lebanon

***Main Branch***

- Handled VIP customers (luxury vehicles) service and repair jobs
- Managed customer issues with confidence, using complex problem solving to provide effective resolution
- Built rapport and relationship with VIP customers, ensuring their satisfaction with company's services and activities
- Managed quick service (fast lane) workshop activities, supervising a team of three technicians & one driver (Daily average jobs 70 vehicles per day)
- Awarded NISSAN SERVICE ADVISOR EXCELLENCE COMPETENCY AWARD (Middle East National Contest)

**Service Advisor**, 10/2017 to 08/2019

**Rasamny-Younis Motor Company S.A.L. (RYMCO)** – Zouk, Lebanon

***Zouk Branch***

- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Handled customer's vehicles for service / repair jobs, raise repair orders after technically understanding customer's needs and requirements (Daily average jobs 35 vehicles per day).
- Provided detailed explanation and technical justification for additional repairs with cost estimate and obtain approval from customers.
- Advised customers on required vital jobs and consider upscale opportunities (Reaching monthly targets from third month of recruitment up to relocation date at Zouk Branch).
- Suggested add-on services that would be helpful to customers and improve bottom line.
- Followed up with technicians and update customers regularly on job progress and ensure delivery of vehicle at promised time.
- Raised special orders for parts not available and follow up while keeping customer informed on timeline of delivery.
- Followed up on payments of credit customers and ensure collection within stipulated time.
- Performed final quality control and test drive to make sure the vehicle is ready to be collected.

**Internship**, 08/2015 to 10/2015

**City Builders** – Monrovia, Liberia

- Completed training on the in-house system application used by CBI (ERP, PIMS 2)

- Participated in implementation of the material control procedures for all CBI warehouses
- Involved in the preparation of the three month look ahead planning schedule with reference of estimated time of arrival for different products
- Audited monthly sales targets of different branches with the planned targets
- Performed daily site visits insuring the execution of ERP system of different branches
- Served as an integral member of the CBI main branch sales team with direct involvement in costumer services on daily basis.

**Intern, 06/2014 to 08/2014**

**Ramada Plaza Beirut Raouche-El Fornayo Restaurant – Beirut, Lebanon**

- Relayed all food orders to kitchen in very efficient manner making sure that every order is processed accordingly.
- Consistently achieved high guest check average among all full-time servers through suggestive selling and dessert-to-go orders.
- Ensured customer's are satisfaction by excellent service delivery and implementation of company's standards.
- Frequently assisted colleagues during rush periods to promote teamwork while providing exceptional service and guest dining experience.

---

## SKILLS

---

- Client rapport, Technical Support, Complaint resolution, Sales & after Sales expertise, Inventory auditing.
- Success multitasking while remaining professional and courteous in fast-paced environments.
- Proficient in Microsoft Office including Excel and Powerpoint.
- Excellent written and verbal communication skills.

---

## EDUCATION

---

**Bachelor of Science:** Business Management, 2017

**American University of Science And Technology - Lebanon**

**Baccalaureates:** Life Science, 2014

**Lebanese College - Lebanon**

---

## ADDITIONAL INFORMATION:

---

- Nationality: Lebanese
- Date of Birth: 30 June 1993
- Languages: Arabic(Native), English(Fluent)