GHASSAN ABUZANOUNA

ONACCAN ADOZANOONA	Objective	
Contact	To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.	
@ abulayanzanouna@gmail.com	EXPERIENCE	
] 971564466246	BIN KAMIL INVESTMENT GROUP — Sharjah CUSTOMER SERVICES OFFICER	Jul 2017 - Aug
Skills	Responsibilities	2022
Hard working Time Management 100%	execute client instructions in accordance with industry trading regulations and firm policies	
Leadership Patience 100%	provide accurate and timely information on market activity, company products and services, and customer account information.	
Decision-making Problem solving100%	handle complaints, provide appropriate solutions for customers, and follow up to resolve any issues their customers experience.	
Drive Integrity 100%	Editing & printing online tenancy contract of Sharjah Municipality with two Systems.	
Development that enables 100% operating effectively in a rapidly changing environment. Work	Preparing all Kind of Sharjah government online of Economic Development Department. Social services department. Department of town planning & survey.	
seriously and diligently and enjoy	Real estate registration department. Al Dhaid Municipality.	
sincerity and honesty at work. Respect time and appointments.	Editing & printing online tenancy contract of Ajman Municipality with two systems	
Good experience in dealing with 100% customers . Complete the work with precision and focus Ability to work under pressure. Cooperation and love of teamwork, working in the spirit of one team	AL MABAR DOCUMENT CENTER – Dubai CUSTOMER SERVICES OFFICER Responsibilities identify customer needs and expectations, to deliver service requests	May 2014 - Jul 2016
	ensuring the customer receives an effective service by being efficient, knowledgeable and consistent in delivery, with the objective of achieving first contact resolution.	
Achievements & Awards	Printing Transactions of Ministry of Labour, Immigration,	
Volunteer work with the Red Crescent	identity of the UAE, Medical Examination.	
Volunteer work at the Sharjah Voluntary Work Center	Taking Out Visas from United Arab Emirates & Kingdom of Saudi	
	Printing All Kind Of Works.	

OBJECTIVE

Microsoft Certified Systems Engineer (MCSE) from Baghdad Institute (January 2001 - May 2001) Computer Certificate from Sharjah Net Institute (June 2003 - July 2003) Introduction to Programming World from Barmej.Com (August 2018 - September 2018)	ADVANCED TECHNOLOGY BELTING TRADING – Sharjah CUSTOMER SERVICES OFFICER Responsibilities Sort Files for the Owners, the Company & Customers. Send & Receive Quotations from Companies. Receiving Purchase Order from Companies. Maintenance the Computers of the Software, Hardware & network. Delivering Goods to Customers All Over Emirates.	Dec 2010 - Apr 2014
Languages English good Arabic native language	AL SELAH RENT A CAR – Dubai OFFICE DIRECTOR Responsibilities Establish company goals and objectives, both short-term and long-term. Develop business plans and strategies. Advise the board of directors on strategic issues. Present reports on the company's business and performance to the	Sep 2006 - Nov 2010
	board. The Payment Irregularities Automotive. Registration, Renewal & Deliver Cars to Customers during Rent. LEGACY CARGO OFFICE DIRECTOR Responsibilities Clearance of Goods from Dubai Cargo Village.	Jun 2004 - Aug 2006
	Ridding the Companies Transactions. Redeem Certain Transaction Owner of the Company & Arrange Files & Making Appointment withing the company. AJMAN UNIVERSITY OF SCIENCE & TECHNOLOGY SECURITY GUARD Responsibilities Inspect and patrol premises regularly Monitor surveillance cameras Protect students and staff members Approaching suspicious persons	Jan 2002 - Mar 2004

AL MOHR GENERAL MAINTENANCE — Dubai	Feb 1997
SECRETARY AND PRO	- Mar
Responsibilities	2000
Transaction Rid of Immigration, The Ministry of Labour &	
Private Companies.	
Sending Quotations, Receiving LPO, Sending & Receiving Emails & Faxes.	

EDUCATION

Dubai Diploma in Operations Management (Ops) Aug 23 | Alison — Online Courses

DUBAI SECONDARY SCHOOL

HIGH SCHOOL DIPLOMA Jul 95