

# MOHAMMAD NOUR HALLAK

Sales & Customer Service

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**Nationality:** Syrian / **Date of Birth:** 23/04/1996/ **Visa:** Residence

## ■ SUMMARY

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Results-driven Sales Professional with a proven track record of exceeding targets, adept at building strong client relationships and providing tailored solutions. Dedicated Customer Service Representative committed to delivering exceptional service, resolving inquiries promptly, and ensuring customer satisfaction through effective communication and a solution-oriented approach.

## ■ EXPERIENCE

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- **Sales** **January 2023 – March 2023**
  - "boudex" for mobile accessories in "Spinneys" mall, Dubai, United Arab Emirates
    - Provide excellent customer service by greeting and assisting customers in a friendly and professional manner.
    - Stay informed about the latest mobile accessories, technologies, and trends in the market.
    - Achieve and exceed sales targets through effective sales techniques and upselling strategies.
    - Ensure that the boutique's display is visually appealing and organized to attract customers.
    - Process customer transactions accurately, including cash, credit card, and digital payments.
- **Customer Service** **January 2019 – December 2021**
  - "Cska Moscow" stadium, Hama, Syria
    - Efficiently manage and confirm reservations for football pitches through various communication channels, including phone calls, emails, and online platforms.
    - Respond promptly and courteously to customer inquiries regarding pitch availability, pricing, and other relevant information.
    - Assist customers in selecting the most suitable pitch based on their preferences and needs.
    - Facilitate the booking process, including collecting necessary information, processing payments, and issuing confirmation receipts.
    - Assist in coordinating special events, tournaments, or leagues held at the football pitch.
- **Sales & Customer Service** **January 2016 – December 2018**
  - "Al-Yamen" for mobiles, Hama, Syria
    - Monitor and manage inventory levels to prevent stockouts or overstock situations.
    - Provide basic technical assistance to customers, such as helping with device compatibility and troubleshooting common issues.
    - Work collaboratively with colleagues to create a positive and productive work environment.
    - Suggest add-on products or accessories to enhance the customer's purchase

## ■ EDUCATION

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- **Bachelor's degree in economics – (Financial)** **2017 - 2021**
  - Al-Baath University, Homs, Syria

## ■ TECHNICAL SKILLS

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Microsoft Office	Microsoft Excel
Microsoft PowerPoint	Outlook

## ■ PROFESSIONAL SKILLS

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Active Listening	Customer-Focused
Time Management	Product Knowledge
Record Keeping	Responding to Customer Inquiries
Customer Relationship Management	Multitasking

## ■ PERSONAL SKILLS

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Communication Skills	Problem-Solving
Adaptability	Team Collaboration
Technical Proficiency	Attention to Detail
Continuous Learning	

## ■ LANGUAGE

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- **Arabic:** Mother tongue
- **English:** Advanced