



– Raphael Gergi –



Contact & Details

Full Name Raphael Boutros Gergi
Address Badaro, Beirut, Lebanon
Email Raphael_gergy@hotmail.com
Mobile 961 70 412226

Languages English
Reading [Progress bar]
Writing [Progress bar]
French
Reading [Progress bar]
Writing [Progress bar]
Arabic
Reading [Progress bar]
Writing [Progress bar]

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

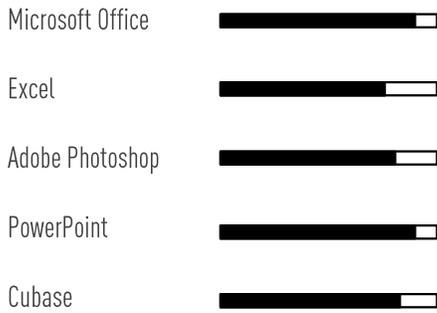
Oct 2016 - Mar 2017: Owner
Bakerhouse, Beirut.

Main Responsibilities:

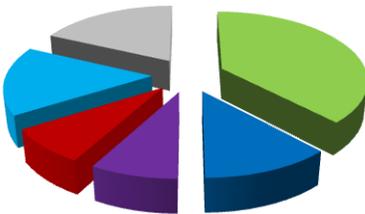
- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards.
• Preserve excellent levels of internal and external Customer Service.
• Design exceptional Menus, purchase good and continuously make necessary improvements.
• Establish targets, KPI's, policies and procedures.
• 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

Sagesse Technique

Interior Design 2008-2011



American University of Beirut
Marketing Management 2016-2019



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

Upselling Technics	2013
CCM-CRM	2013
Customer Service Relations	2014
Time & Priority Management	2015
Conflict Management	2016
Social Media	2016



Reference

Lea Cremesty Kanaan
Majid Al Futtaim Properties – Marketing Manager