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| **Zammar****Career Snapshot*** Ten years of commended performance in key customer service and accounts roles.
* Expert in customer care/communications, problem solving, relationship building and user training and support
* MS Office “power user” with additional proficiencies in ICDL & Peach tree

**Computer Skills**Word, Excel, PowerPoint, Outlook, ICDL & Peach Tree.**Mission Statement**Strive to exceed customer / employer expectations by delivering second to none service. Maintain customer centricity in all initiatives and interactions, always putting the customer first. | **Customer Service & Accounts Clerk**Offering an excellent track record of customer care and accountancy excellence within reputed environments that include:**Entertainment Centre/Call Centre Support/Customer Service Desks****Key Skills*** World Class Customer Service
* Troubleshooting/Problem Solving
* Up-Selling / Sales Support
* Customer Order Fulfillment
* Call Centre Operations
* Computer Technical / User Support
* Complaint Handling

**Professional Experience****Al Etihad Entertainment Club (2006 – 2011)****Aleppo – Syria**Accountant and Customer Service Representative**Ghost Gamers – Computer Game Centre (2011 – 2015)****Aleppo – Syria**Accountant and Customer Service RepresentativeCustomer Service Representative tasks:Provided telephone, online/offline and face to face customer service/support within a very busy call Centres and game Centres (handling and supporting an average of 75 customers’ inquiries per day).Accounts Clerk tasks:* Carrying out general accounting and administrative duties
* Producing accurate financial statements.
* Ensuring that the cash recorded by the cashier agrees with bank records.
* Daily cashbook management.
* Auditing accounts for accuracy.

**Education:**Secondary School Certificate (2009)**Languages:**Arabic – Mother TongueEnglish – Good**Personal Information:**SingleD.O.B: Sept 1984[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php) New_logo.gif |