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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 Representative  Customer 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 Tongue  English – Good  **Personal Information:**  Single  D.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 |