**Christophe Youssef Abi-Fadel**

***Date of Birth*** 10-02-1990

***Place of Birth*** Boxmaya – Al-Batroun

***Nationality*** Lebanese

***Additional Nationality*** Czech Republic

***Current Address*** Boxmaya – Al-Batroun

 North Lebanon

***Mobile Number*** +961 70 897 204

***Telephone Number*** +961 (0)6 765 058

***E-mail*** christopheabifadel@hotmail.com

***OBJECTIVE***

My personal objective is to obtain a Management Position that will enable me to use my strong organizational skills, educational background and ability to make a positive contribution to the organization.

***EDUCATION***

*2010 – 2011:* Master degree in Business Management, Lebanese University: 3thdBranch, Tripoli – North Lebanon.

*2007 – 2010:* B.A degree in Business Management, Lebanese University: 3thdBranch, Tripoli – North Lebanon.

*2006 – 2007:* Baccalaureate in Economics at « *Collège des Filles de la Charité Dar-en Nour*», Btouratige El-koura – North Lebanon.

***WORK EXPERIENCE***

*October 2015–April 2017*

**MINISTRY OF SOCIAL AFFAIRS** *(Mount Lebanon, Qartaba)*

Field coordinator

*Job Purpose:*

To have more information about the Syrian existence in Lebanon and their place of habitat.

*Main Functions:*

* Supervise, facilitate and support the field investigators.
* Maintain regular contact with local authorities and organizations.
* Write a monthly report of the activities to the ministry.
* Be responsible of the application forms made by the field investigators.
* Organize the field investigators schedule and area of work.

*June 2015 – August 2015*

**PALMERA BEACH BAR** *(North Lebanon, Chekka)*

Cashier/Barback

*Job Purpose:*

 Responsible of obtaining payments for goods by itemizing and totaling customer's purchases.

*Main Functions:*

* Receive payment by cash, credit card or automatic debit.
* Count money at cash drawer at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Maintain clean and orderly checkout area.
* Help the bartender with cocktails.

*February 2015 – April 2015*

**ANTOINE SALIBA JEWELRY** *(North Lebanon, Jbeil)*

Sales Person

*Job Purpose:*

Responsible of giving special attention to customer to fill their purchasing needs in a courteous and experienced manner.

*Main Functions:*

* Work with customers with the most cheerful and pleasant disposition.
* Give answers to customer’s questions or concerns related to the product and demonstrate good knowledge of the items.
* Communicate and assist customers in any way possible.
* Deal with customer’s complaints professionally and with restraint.

*January 2013 – November 2013*

**DEVELOPERS GROUP S.A.L** *(Beirut, Jell El Dib)*

Customer Liaison Officer

*Job Purpose:*

Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.

*Main Functions:*

* Deal directly with customers either by telephone, electronically or face to face.
* Respond promptly to customer inquiries.
* Handle and resolve customer complaints & follow up on customer interactions.
* Obtain and evaluate all relevant information to handle product and service inquiries.
* Process orders, forms, applications and requests.
* Maintain customer databases.

*June 2012 – August 2012*

**Cyan Beach Resort** *(Beirut, Kaslik Seaside)*

Waiter

*Job Purpose:*

Take orders and serve food and beverages to patrons at tables.

*Main Functions:*

|  |
| --- |
| * Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Take orders from patrons for food or beverages.
* Present menus to patrons and answer questions about menu items, making recommendations upon request.
* Clean tables or counters after patrons have finished dining.
* Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
 |
|  |

***PERSONAL DATA***

***Key Competencies***

- Interpersonal skills - Attention to detail and accuracy

- Communication skills (verbal and written) - Adaptability& Initiative

- Listening skills - Stress tolerance

***Languages***

Arabic *(Native)*

French (*speak, read and write fluently*)

English (*speak, read and write fluently*)

Czech (*Conversational limited*)

Russian (*Conversational limited*)

***Hobbies & Interests***

Swimming, football, music

***Computer skills***

* Windows ® Systems
* Microsoft Office ® (Outlook, Word, Excel and PowerPoint)
* AutoCAD
* Internet & web search

***References****: provided upon request*