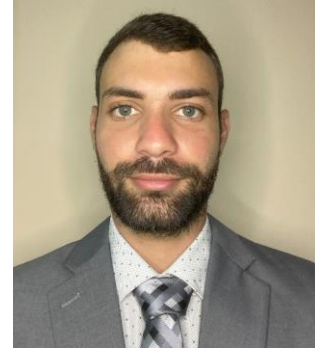


Hussein Elmasri

+23299444015 • Sierra Leone (Freetown) • husseinmasri88@gmail.com



SUMMARY

Experienced professional skilled in customer service and warehouse management. Known for enhancing customer satisfaction through flexibility and strong teamwork. Proficient in organizing warehouse operations, managing inventory and solving problems effectively.

WORK EXPERIENCE

Big Sale Company – *Freetown, Sierra Leone*

2021-Present

Customer Service Associate

- Showed strong attention to details by checking that prices are right, labels are clear and items are neatly arranged
- Maintained a high level of customer satisfaction by demonstrating flexibility and adaptability when addressing different customer concerns, adjusting to store policies or promotions and ensuring each customer leaves with a positive experience
- Collaborated effectively with my team to address customer needs and resolve issues efficiently ensuring a smooth and positive experience for every customer through strong teamwork
- Making customer satisfaction my top goal by warmly engaging with each shopper addressing their needs thoughtfully and ensuring they have a great experience during their visit

Gitex – *Freetown, Sierra Leone*

2018-2020

Warehouse Manager

- Overseeing the organization and inventory management of the warehouse ensuring efficient storage, accurate tracking of stock levels and timely replenishment to support smooth operations and prevent shortages
- Used my problem-solving skills to tackle challenges in the warehouse like managing unexpected delays, fixing inventory discrepancies and finding practical solutions to improve how things run day-to-day
- Worked closely with my team to handle daily warehouse tasks, support each other and make sure everything runs smoothly and on time
- Used clear and effective communication to coordinate with the team, ensuring everyone is informed about tasks and updates

EDUCATION AND PROFESSIONAL DEVELOPMENT

Zendesk Customer Service LinkedIn Learning, September 2024

Customer Service, Customer Support, Customer Experience, Udemy, August 2024

Google It Support Specialization, Coursera, November 2023

Limkokwing University of Creative Technology – *Freetown, Sierra Leone*

B.Sc. (Hons) in Software Engineering with Multimedia, 2023

PROFESSIONAL SKILLS

- Customer Satisfaction
- Flexibility and adaptability
- Problem Solving
- Teamwork and collaboration
- Effective communication
- Time Management
- Attention to Details
- Relationship Bulding
- Face-To-Face Interactions
- Office Software Proficiency
- Multitasking

LANGUAGE COMPETENCIES

- Arabic: Native
- English: Fluent