

# KARIM AL KONTAR

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A solid learner eager to become an efficient and effective member of a well- reputed institution, in which I can fortify my skills and broaden my knowledge horizon. In short, to be offered a solid start for an outstanding career path.

## EXPERIENCE

09/2023 –PRESENT

**CLIENT RETENTION SUPERVISOR**, MAIDS.CC (DUBAI, UAE)

- Handling worst case scenarios and complaints against the company.
- Arranging between teams on how to handle a client request.
- Monitoring calls and chats.
- Developing aggressive retention strategies based on customer feedback.

11/2022 –PRESENT

**DIGITAL MARKETING CONSULTANT**, YELLOW PAGES - CANADA

- Assisting clients in launching new websites and apps.
- Calculating clients' return on ad spend and comparing it against industry averages.
- Determining the most suitable business models for start-up businesses.

9/2022 – PRESENT

**RETENTION SPECIALIST**, MAIDS.CC (DUBAI, UAE)

- Gathering information about customer complaints.
- Negotiating with customers to renew contracts and retain business.

6/2022 – 9/2022

**VOICE ENCHANTER**, MAIDS.CC (DUBAI, UAE)

- Handling inbound, outbound calls and chats.
- Negotiating all contracts and giving sales presentations to prospective clients.
- Understanding and promoting company programs.

11/2021 – 93/2022

**TELESALES AGENT**, ENGLEAZE.COM (DUBAI, UAE)

- Reaching out prospects from UAE, Saudi Arabia and many more countries over the world.
- Demonstrating and sell services to potential buyers.
- Following weekly and monthly targets.

## EDUCATION

2017-2019

**MECHANICAL ENGINEERING**, LEBANESE AMERICAN UNIVERSITY

2019-2021

**MECHANICAL ENGINEERING**, LEBANESE INTERNATIONAL UNIVERSITY

## **SKILLS**

- Problem Solving.
- Strong Communication Skills
- Competitor Analysis
- Time Management
- Attention to Detail
- Leadership skills

## **Languages**

- English: Native or Bilingual Proficiency
- Arabic: Native