

Adel Almasri Alftahi

Syrian nationality at the age of 26

Dubai- Sharjah, UAE (With valid residence permit)

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## Professional Summary

Dynamic and flexible professional with proven experience in customer service and modeling. Known for strong communication skills, attention to detail, and the ability to represent brands in a professional and engaging way both in service-oriented environments and advertising platforms. Seeking opportunities to grow in a challenging environment that values passion, creativity, and excellence.

## Professional Experience

Modeling & Brand Representation , Worked as a model and visual brand representative for over 2 years, representing both local and international companies in campaigns, commercials, and visual branding projects.

- Featured Campaigns & Ads:
- RTA (Dubai)
- Sheikh Zayed Grand Mosque & Museum (Abu Dhabi)
- Changan Car
- Nesto Hypermarket
- C5 Ultimate
- IB Café
- Du UAE
- Daria Mobile Global
- Casagrand (India)
- Yas Mall Food Court (Lobster & Co, Mara Bonita, Big Boy, PHUKETIQU)
- Sharjah TV
- Practical Brand (KSA)
- Homes R Us
- Lebanese Roaster
- Kris kros lebanese restaurant in dubai
- The Grill Shack (Dubai Mall)
- City Walk Dubai (JURA, Vinci Dolci, M3 Barbershop)
- Kriskros lebanon
- Hello cheef
- Dubai Libraries (hor al Anz- Al Mankhool and Hatta Public Library)
- Zayed National Museum

- Al Habtoor Polo Resort
  - In5 duabi
  - BunZup
  - GDK Uae
  - TCL
  - REEF Luxury Developments
  - AL FAN EMIRATES
  - JTEKT sales by Toyota
  - GoChat
  - Peets coffe
  - 7dental
  - patty By Bod Bod
  - Doritos
  - Dubai Hills Mall
  - Blackamber duabi
  - Bmw 7series
  - TimHortons
  - BohoX caffe
- and many others.

Events & Promotions (as Organizer, Promoter, or Usher):

- Oper
  - Nissan
  - Mercedes
  - Pepsi
  - Barbican
  - Optimum Nutrition
  - C5 Ultimate
  - Brabus
  - Ebank
  - Tiffany and Co
  - Ahmad Seddiq & Sons
  - Crowdstrike
  - Honor Phone
  - Sobha relaty in Emirates Palace
  - Hisense MOE
  - The gain X project Dubai mall
  - Brand for less challenge
  - Bitcapital X
  - Pokka Vitaene C
  - Pepsi (dubai parks and resorts- F1 Etihad park )
- With more than 150 volunteer hours, with volunteer ae

## **Customer Care Specialist**

Direct Line for Financing Solutions Saqr Al Nuaim Branch, Dubai, UAE- 06/2024 until 01/2025

Handled over 100+ customer transactions weekly, achieving 98% satisfaction rate.  
Meeting and supporting clients through services provided.  
Coordinating and following up with clients to ensure successful transactions.

## **Customer Service Agent**

Saqr Al Nuaim, Dubai, UAE- 01/2024 until 09/2024

Offering tailored financial products to customers to increase revenue.  
Analyzing customer data and assisting with debt restructuring  
Supporting complex financing processes for personal and real estate clients.

## **Customer Service Representative**

Cham Bank, Homs, Syria- 02/2022 09/2023

Assisting customers with banking needs and payment processes.  
Ensuring smooth coordination of available payment options.  
Providing problem-solving and personalized support for clients.

## **Skills**

- Customer relationship management
- Conflict resolution & client support
- Presentation & promotional communication
- Public-facing brand representation
- Event organizing & team coordination
- Computer Skills
- Operating Systems (Windows, Mac OS)
- Customer Service, Education And Counselling
- Presentation Software
- Bilingual: Arabic (native), English (fluent)

## Education

B.A. in Business Administration – Human Resources Competency

Syrian Virtual University, Expected Graduation: 2024