**Yasser Nasser**

4600 Jonathon St.,Dearborn,Michigan 48126  • (313)808-6144 • ysnasser1@hawkmail.hfcc.edu

**Professional Summary**

* I can work flexible hours
* I am very respectful and responsible
* History of being an effective team member with full understanding of the underwriting process and team needs.
* I am a very hard worker
* I always give a 110%
* Experienced Passenger Service Supervisor adept at training, scheduling and leading team members to provide exceptional support. Able to investigate and resolve routine and complex Passenger and service issues in an independent manner. Seeking a fast-paced position with a growing team.

**Work History**

PSA, 08/2016 to 10/2016

Prospect Airport Services – Romulus , Michigan

I help take disabled people or people that have trouble walking far distances in a wheelchair to their destination. Also,  I assist them to the restrooms, restraunts, or anywhere on their minds. I make sure that they get to their destination in a safe and proper manner.

Customer Service Representative, 09/2018 to Current

Hudson Group – Romulus , MI

* Stocked shelves with unpacked items, ensuring proper labeling in clear and visible areas.
* Folded and arranged garments in attractive displays.
* Recommended alternative items if product was out of stock.
* Assisted customers with food selection, inquiries and order customization requests.
* Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
* Learned, referenced and applied product knowledge information.
* Bagged, boxed or gift-wrapped sold merchandise per customer's request.
* Routinely answered customer questions regarding merchandise and pricing.
* Maintained cleanliness and presentation of stock room and production floor.
* Greeted customers entering the store to ascertain what each customer wanted or needed.

**Education**

High School Diploma: 2016

Henry Ford Community College - Dearborn , Michigan

I am  currently enrolled in college and hoping to earn my bachelor's degree in pharmaceutical.

**Skills**

|  |  |
| --- | --- |
| * Bilingual in Arabic and English * Quick learner * Customer service * Exceptional communication skills * Team leadership | * Skilled problem solver * Excellent work ethic * Motivated team player * Active listening skills * Customer-oriented |