

ALAA MAHJOUR

Customer Service Representative

CONTACT ME

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UAE

EDUCATION

National University

Bachelor of Pharmacy

SKILLS

- Communication skills
- Teamwork
- Attention to details
- Time management
- Problem solving
- Marketing skills
- Microsoft office
- Zendesk
- Agent Zero
- Emily
- Fast typing
- UAE driving license

LANGUAGE

- Arabic (Native)
- English (Professional)

ABOUT ME

A result-oriented professional customer service representative in rendering effective and time-sensitive customer support in a high-pressure situations, with the desire to succeed in a stimulating and challenging environment that will provide me with advancement opportunities.

WORK EXPERIENCE

06//2023 - 05/2024

Namshi General Trading - UAE

Customer service representative

- Handling customer interactions regarding product purchases and delivery
- Using online chat to cover customers questions and prepare helpful support.
- Overseeing costumers needs through social media in fast responding manner with 98% accuracy rate ensuring timely resolution and high levels of customer satisfaction.
- Contributing to customer retention and increasing loyalty rate by 3%.

03/2022 - 05/2023

ADIB - Sudan

Call Center Agent

- Answering customer questions about basic banking services, such as account balances and fees.
- Helping customers protect their accounts by reviewing suspicious activity and reversing transactions by 100%.
- Handling customer complaints and providing appropriate solutions and alternatives.
- Building sustainable relationships and trust with customer accounts through open and interactive communication leading to 2% increase in customer loyalty.

01/2016 - 08/2020

Zain Telecommunications - Sudan

Call Center Agent

- Dealing with incoming calls and responding to 99% customer's queries.
- Providing service information to customers.
- Following up on calls and chats as necessary.