

ARIF ABDUL MAJEED

E-COMMERCE AND CUSTOMER SUCCESS SPECIALIST

CONTACT

+971547377382
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Dubai, United Arab Emirates

SKILLS

Quick learning
team-work
Problem-solving
computer savvy

EDUCATION

**Bachelor of Business Administration
Institute of Basic and
Vocational Education**
2018-2022

**High school or equivalent in Commerce
Pakistan Islamia Higher
Secondary School, Ajman**
2015-2017

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LANGUAGES

English
Arabic
Urdu

PROFILE

Dedicated and results-oriented Customer Success Specialist with 7 years of experience in managing customer relationships, ensuring customer satisfaction, and driving customer success initiatives. Proficient in providing exceptional support, improving customer retention, and enhancing the overall customer experience. Adept at collaborating with cross-functional teams, solving complex issues, and implementing customer feedback for continuous improvement.

WORK EXPERIENCE

E-Commerce Specialist (Amazon and Noon) karnak Home

05/2022

- Managed and maintained Amazon seller accounts, including setting up and managing product listings, managing inventory, monitoring customer feedback and reviews, and resolving any issues that arise.
- Increased sales for clients by optimizing product listings, improving the quality of product images, creating compelling product descriptions, and developing effective pricing strategies.
- Created and implemented marketing campaigns to promote clients' products, including Amazon sponsored ads, email marketing campaigns, and social media promotion.
- Tracked and analyzed sales data to identify trends and opportunities for growth, monitored sales performance, identified areas for improvement, and developed strategies to increase sales.
- Provided excellent customer service to Amazon sellers, responding to customer inquiries, resolving issues, and ensuring that all customer feedback was addressed promptly.

Relationship Officer (Customer Service)

MASHREQ BANK-DUBAI

2021-2022

- Primarily dealing with individual retail customers and advising them on Mashreq NEO product and services offered by the bank.
- Major responsibilities include meeting customers and completing the account opening process digitally, managing customer expectations.
- Serving as a liaison with company's clients and customers, developing relationships, providing guidance and advice and ensuring all of the customer's needs are being met
- Manage large amounts of inbound and outbound calls in a timely manner. • Answering customer enquiries or passing them on to the appropriate department.
- Schedule time to build relationships with clients. • Maintaining customer information, security and confidentiality.
- Achieving the targets and meeting the goal of the company.

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123 Anywhere St., Any City

EXPERTISE

- Excellent communication and customer service skills
- Skilled in resolving customer issues efficiently
- Strong data analysis and inventory management abilities
- Knowledgeable in user experience design for online stores
- Effective multitasking and order fulfillment management
- Familiar with secure payment processing systems
- Team-oriented with a focus on meeting service and sales goals

WORK EXPERIENCE

Call Center Agent

Sybrid

2018-2020

- Picking customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalating situations involving dissatisfied customers, offering patient assistance and support.
- Call clients and customers to inform them about the company's new products, services and policies.
- Guiding callers through troubleshooting, navigating the company site or using the products or services.

Sales representative

Du Telecommunications

- Selling Du Costumers service plan for Elite and prepaid customers.
- Identifying customer's needs and expectations and serve them in a friendly manner demonstrating Du's brand values at all the times.
- Delivering exceptional customer service through retail experience by providing information Assist in general administration and smooth running of the store and be flexible to provide support across the stores if-required.
- Contributing to the agreed team quantitative sales targets. Provide full range of after sales services and seek first step resolution whenever possible on any issues.

2017-2018