

ARIF ABDUL MAJEED

E-COMMERCE AND CUSTOMER
SUCCESS SPECIALIST

CONTACT

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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