

OTHMAN ALJAABNEH

Social Media Manager

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- **Career objective**

Seeking a position in a reputable organization where I can utilize my work experience and enhance the growth of my career path. As an active determined and self-motivated person, I can become an asset to my employer seeing an intelligent hard-working professional.

- **Social Media Specialist**

Outline

As a part of a wide busy and efficient inbound, Outbound, Live chat, and social media team, my role is to provide frontline support for valued customers reporting to the team leader or higher management.

Responsible for planning, monitoring and implementing the company's Social Media Strategies to enhance brand awareness, increase sales and improve marketing efforts.

Developing and managing the social media strategy of the company, defining social media KPI's, overseeing social media content, measuring the success of social media campaign, editing and sharing daily content to increase the visibility of the company's social content, creating editorial calendars, and monitoring SEO.

- **Key Responsibilities**

- Social media channels: Facebook, Twitter, Instagram, and Snapchat.
- Provided advice, information and assistance to customers, and attempted to resolve all enquires on first contact.
- Utilized available resources to research required information for customers, and followed up and returned telephone call, chat when required.
- Ensuring that all the receivables are under control as per the terms set during the account opening of the customers.
- Writing, editing and proofreading content.
- Supported administrative function and contributed to the processing of forms and quotations.
- Employed the company's call logging software to accurately record details of calls, chat and issues.
- Always applied a professional and courteous manner, especially when identifying and escalating priority issues or customers complaints.
- Sent emails to clients to answer enquiries and took ownership of all calls and queries answered.
- Prepare sales analysis and run all daily reports.

- **Personal experience**

Mars 2018-Sep 2021

Social Media Specialist

Extensya company-UAE

Noon.com, Careem website

- Provided telephone, online chat, and social media customer support for a huge number of customers' accounts across UAE, SAR, and EGY.
- Ensure that all telephone calls, chats, and comments on SM replies answered promptly, and that customer's queries, requests and complaints were resolved with key target and company procedures.
- Proven working experience in social media ads (Facebook ads, Instagram ads, Snapchat ads, and TikTok ads).
- Customer Service support Via Social Media & Responding to comments for the accounts.
- Resolve all of complaints at first point of contact regarding to tracking, cancellation and refund of the customers' orders.
- Highlighted tickets to the relevant department to resolve the customer's issues.
- Provide accurate, valid and complete information by using the right methods/tools.
- Developed positive customer's relationships through friendly greetings and excellent service.
- Building brand awareness by engaging relevant influencers.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Develops clear and effective written proposals/quotations for current and prospective customers.

- **Academic Education**

Bachelor's degree in telecommunications engineering

Al-Isra University – Amman-Jordan

- **Skills**

- Excellent tracking skills using Agent one, Zen desk, Spark central, and shipping tracking websites.
- Excellent computer skills (Microsoft office Excel, Word, Power point), Problem solving and troubleshooting calls, Email, Chat, and social media channels.
- Very Good communication skills.
- Excellent ability to work in big organizations & great team player.
- Strong ability to work under stress in conflict areas.

- **Languages**

- Arabic – Native
- English- fluent (reading, writing, speaking)