



TAHA ELARABY

CUSTOMER EXPERIENCE SPECIALIST TEAM CAPTAIN

PERSONAL PROFILE

Customer experience Specialist with over than 7 years of experience working in a multinational companies . processing a significant record of achievements in corporate account management and customer excellence

WORK EXPERIENCE

Customer Experience Specialist

Noon.com | Aug- 2021- present

- Part of VIP Team which is responsible for VIP complaints.
- Follow communication procedures, guidelines and policies
- Follow up with different departments to ensure that the VIP
- customer is getting the expected experience.

Core Team || Act As Team Captain

KUL.com | Oct-2019 - Aug 2021

- Participated in launching Kul.com which powered by Noon.
- Responsible for Kul Core Team which was allocated in KSA, UAE & Bahrain targeting customer satisfaction. Generate reports using Zendesk tool for tickets raised by the customers.
- Make sure that all the requests are being handled and solved according to the SOP.

Whats App || Act As TEAM CAPTAIN

Noon.com | Nov-2018 - Oct-2019

- Managing what's app team and responsible for their quality, adherence and productivity.
- Provided accurate, specific and timely performance feedback for CSRs.
- Facilitated inter-departmental communication to provide effective customer support.
- Managed workflow to exceed quality service goals.
- Meet all customer call guidelines including service levels, handling time and productivity.
- Devised and published metrics to measure the organization's success in delivering world class customer service.

CONTACT ME AT

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CORE SKILLS

- Team Leadership
- Team support
- Problem solving
- Time management
- Zendesk
- Microsoft office

LANGUAGE

Arabic (Native)

English (Fluent)

SOCIAL MEDIA MODERATOR

ETISALAT UAE | MAR 2017 - NOV 2018

- Handling Etisalat Customer over social media platforms by replying to their comments on Facebook, twitter and Instagram.
- Participated in launching SWYP Project on social media which was powered by Etisalat.
- Email and Chat representative using business writing skills to deliver the perfect official reply

CUSTOMER SERVICE REPRESENTATIVE

ETISALAT UAE | SEP 2016 - MAR 20

- Handling VIP customers, helping them to resolve technical issues in mobile services and home services over the call.
- Targeting to achieve the customer satisfaction (CSAT) in every call with zero customer effort to save the customer experience.
- Acted professionally and patiently when addressing negative customer feedback.
- Managed high call volume with tact and professionalism.
- Accurately documented, researched and resolved customer service issues

TECHNICAL SUPPORT

ETISALAT EGYPT | JUN 2013 - SEP 2015

- Managed call flow and responded to technical support needs of customers.
- Identified and solved technical issues with a variety of diagnostic tools.
- Investigated and resolved customer enquiries and complaints in a timely and empathetic manner.

EDUCATIONAL HISTORY

Minufiya University

Faculty of Law, International law and legal Studies

- Completed in 2012
- LLB , Bachelor of law (GOOD)

Training & Ceritfcates

- Business writing Course
- Social media Marketing course
- Retail induction training
- Android development (self-study)
- Photoshop & illustrator programs