

OTHMAN ALJAABNEH
Customer service & Socia Media specialist
Dubai-UAE
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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 persone, I can become an asset to my employer seeing an intelligent hard-working professional.

- **Customer service representative**

- ☐ *Outline*
- ☐ Worked within the care insurance department, Compresing of a big staff members, as part of a wider busy and efficient inbound, Outbound, Live chat, And social media specialist to provide frontline support for valued customers reported to the team leader or above department.

- **Key Responsibilities**

- ☐ Social media channels: Facbook, Twitter, Instagram, and Snapchat.
- ☐ Provided advice , information and assistance to customers, and attempted to resolve all enquires on first contact.
- ☐ Utilised 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.
- ☐ Supported adminstrative 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.
- ☐ Applied a professional and courteous manner at all times, especiallt 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.
- ☐ Monitor the inventory and stock level on daily bases.
- ☐ New small seller acquisition.

- **Personal experience**

- ☐ Mars 2019-Sep 2021

- **Customer care consultant**

- Extensya company-Amman-Jordan

- ☐ Noon website, Shein website, Fordeal website

- ☐ Provided telephone, online chat, and social media customer support for a huge number of customers account across UAE, SAR, and EGY.
 - ☐ Ensure that all telephone calls, chats, replies answered promptly and that customer's queries, requests and complaints were resolved with key target and company procedures.
 - ☐ Resolve all of complaints at first point of contact re regarding to tracking, cancellation and refund of the customers shippments.
 - ☐ Highlighted a tickets to the relevant department to resolve the customers issues.
 - ☐ Provide accurate, Valid and complete information by using the right methods/tools.
 - ☐ Developed positive customers relationships through friendly greetings and excellent service.
 - ☐ Build sustinable relationships and trust with customer accounts through open and interactive communication.
 - ☐ Develops clear and effective written proposals/quotations for current and prospective customers.

- **Acadimice Education**

- ☐ Bachelor's degree in telecommunications engineering
 - ☐ Al-Isra University – Amman-Jordan

- **Skills**

- ☐ Excellent tracking skills using Agentone, Zendesk, Sparkcentral, and shipping tracking websites.
 - ☐ Excellent computer skills (Microsoft office Ecxel, 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)