

Hussam Salaimeh

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About Me:

A competent professional with around 9 years of experience in the Customer Care and Contact Centre Operations Industry, Logistic and Development and Workforce Management, also 2 years of experience in Human Resources. Holder of a Bachelor's degree in English Language and Literature and a multiple courses in Customer Service, Communication Skills, Internal Audit and Sales. Gained practical experience in setting up, launches and manage two of Contact Centers and Customer Care.

Professional Skills:

- Strong Leadership and Commitment to Quality
 - Positive Attitude
 - Analytical Skills
 - Business Development
 - Performance Appraisal
 - Reporting
 - Recruiting
 - Coaching
 - Communication Skills
 - CRM
 - Contact Centre Start-Up
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Business Experience:

Al-Moasron Group - Amman, Jordan

Contact Centre and Customer Care Supervisor

06/2022 – Present

- Setting up and manage a professional Contact Centre up to 8 agents
- Monitor team performances and provide feedback for improvements
- Hire, coach and provide training to personnel to maintain high customer service standards
- Develop objectives for the contact centre's day-to-day activities
- Answering questions from staff and providing guidance and feedback
- Devise ways to optimize procedures and keep staff motivate
- Prepare monthly/annual results and performance reports

Arab Bank - Amman, Jordan

Contact Centre and Customer Care Senior Officer

03/2019 – 06/2022

Al-Markaziah Operation Building

- Provide information on all bank products to existing and potential clients
- Selling bank products and services, and generate quality service opportunities
- Resolve customer complaints, either directly or conjointly with the other concerned departments
- Identify and forward customers feedback, and contribute to process improvement
- Maintain high call quality standards when contacting with customer
- Report accurately on daily activities to the supervisor

Unigaz Group - Amman, Jordan

Contact Centre and Distribution Manager

10/2017 – 12/2018

- Setting up and manage a professional Contact Centre and distribution team up to 35 agents
- Set distribution goals and plans and manage distribution operations to achieve the set goals
- Monitor team performances and provide feedback for improvements
- Work with warehouse and transportation staffs to ensure timely and accurate deliveries
- Plan and schedule deliveries to meet customer needs
- Collect and analyze contact centre statistics (sales rates, costs, customer service metrics etc.)
- Hire, coach and provide training to personnel to maintain high customer service standards
- Monitor and improve ordering, telephone handling and other procedures
- Evaluate performance with key metrics
- Prepare reports for different departments or upper management

Unigaz Group - Amman, Jordan

Contact Centre and Customer Care Senior Officer

12/2016 – 10/2017

- Setting up and manage a professional Contact Centre up to 10 agents
- Assisting in the formulation of targets for individuals and teams
- Answering questions from staff and providing guidance and feedback
- Anticipate escalation and take over calls when needed
- Devise ways to optimize procedures and keep staff motivated
- Prepare monthly/annual results and performance reports

Al-Reefy Food Company - Jeddah, Saudi Arabia

Human Resources Officer

09/2014 – 09/2016

- Follow-up on filling, photocopying and scanning any HR related documents
- Responsible for preparing and updating Personnel Action Forms in the HR system
- Reviews applications, shortlisting, and participates in the interview process
- Manage the health insurance process starting from adding team members to the insurance
- Work with Finance regarding the monthly payroll process

Mapfre Company - Amman, Jordan
Call Center Agent

04/2014 – 09/2014

- Coordinate a roadside assistance, home assistance, pick-up and delivery, car registration, replacement cars and reimbursement to our clients in the Middle East
- Handle all incoming and outgoing calls in a prompt and courteous manner
- Assist clients as necessary by taking actions to provide high level services according to their needs while always striving to exceed their expectations
- Work in a team environment to ensure proper case handling
- Manage and resolve customer complaints

Extensya Company - Amman, Jordan
Call Center Agent
Aramex KSA account

07/2012 – 03/2014

- Identify customer's needs, clarify information, and provide solutions
- Manage large amount of inbound and outbound calls in a timely manner
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way

Education:

Bachelor's Degree in English Language and Literature
Al-albays University – Almafraq, Jordan

06/2011

Certifications:

Communication Skills Course – Pioneers Academy

05/2018

Customer Service Course – Pioneers Academy

05/2018

Internal audit training course /according to ISO 9001 standard Abu Ghazaleh & Co Consulting

12/2017

Understanding the characters and sales course – Alfaraseh Centre

12/2017

Languages:

- **Arabic:** Native
- **English:** Advanced