

Abdinasir Noor

Abdinasirnoor@outlook.com

207-409-8970

Website: Abdinasirnoor.com

246 Auburn st, apt. 111, Portland, ME 04103

Professional Summary

Dedicated customer service representative with stellar interpersonal skills. Demonstrated technical aptitude and ability to resolve customer inquiries within a timely manner. Able to break down complex systems and processes to customers while keeping certain that the information is relevant and current.

Education and Credentials

High school Diploma, Deering High school, June 2014

Computer Science, A.S, Southern Maine Community College, Anticipated graduation: May 2020

Comptia A+ PC Technician Certificate, June 2017

Work Experience

Esports Global Company

467 Congress St, Portland, ME 04101

Position: Quality assurance analyst

June 2018 - Present

- Managed and supported online skill-based tournaments platform, with up to 100,000 daily visitors.
- Assisted customers and admins with any technical issues experienced. If determined that it is a bug, I would find the fix and pass it along to the development team to develop the code to implement the fix.
- Assisted in development by providing specifications for new product launches and reported bugs. Finalized the products along with all bug fixes prior to the end of the 2 week sprint.

Esports Global Company

467 Congress St, Portland, ME 04101

Position: Customer service associate

June 2018 - Present

- Referred online tournaments with up to 1024 teams of 5 players.
- Assisted customers with match issues and educated them on tournament rules.
- Educated customers on their elite membership benefits and corrected any billing discrepancies with the monthly membership program offered.
- Communicated with customers over social media, email and chat systems.

Logisticare, LLC

400 Southborough Dr, South Portland, ME

04106

Position: Customer Service Representative

July 2017 - June 2018

- Consistently provided excellent service to customers and received high marks for exceptional customer satisfaction feedback; while maintaining an average talk time below four minutes and 30 seconds.
- Performed gatekeeping functions related to trip authorization, documenting and resolving complaints and issues.
- Updated customer information as required by marketplace insurance agencies.

Halal Market

269 St John St, Portland, ME 04102

Position: Customer Service Representative

July 2015 - July 2017

- Assisted customers with billing and purchasing of cellular devices as well as imported products in a timely manner.
- Used my understanding of technology and communication devices to effortlessly troubleshoot issues with customer's cellular equipment.
- Engaged with customers in a consultative sales approach of additional or bundled products.