Abed Khaled Al Naanaa

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Computer engineer

Web development| database manipulation|Routing |Customer service | Initiative

Reliable, punctual, and a hard worker. An expert in customer experience with over 5 years of experience, always learning and progressing in software development currently mastering php and Laravel

Achievements

- Learning development tools from scratch.
- Reaching the team leader position and training over 10 agents up to the company's standards.
- Adapting to a new marketplace and studying new customer behaviors while maintaining the company's KPIs

Core Competencies

HTML |CSS| JavaScript| OOP| PHP| GIT| NPM|TailwindCSS| Bootstrap|jQuery| Laravel| Cisco| | Java | Ziwo| Twilio |Toukan| Zendesk |

Work Experience

CAFU – Customer Care Ambassador (Remote)
(March 2022-present)

- Handling 60-80 calls per day.
- Adapting to a new customer mindset and demands.
- Maintaining a daily SLA Higher than 90%.
- Understanding different KPIs and studying how to maintain them.
- *Provided excellent quality customer service by patiently listening and communicating company policies with empathy.*

Toters – Customer experience specialist
(Oct 2021-March 2022)

- *Handled 100-120 chats and calls per day.*
- *Maintained the company's KPI's standards.*
- *Provided excellent quality customer service by patiently listening and communicating company policies with empathy.*

Presentail - Operations and customer service team leader
(Sep 2020 – Sep 2021)

- *Responsible for the complete operation of dispatch and the customer support.*
- *Leading a team of 15 agents to making over 800 orders per day.*
- *Making sure our customers are completely satisfied with the service.*
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Education

Lebanese International University, Beirut
2017 - 2021
Majoring in computer and communication engineering

Riad al Soloh high school
2011 – 2017
Baccalaureate in General Science

Languages

Arabic**:** Native | English: Professional | French: conversational