

# Arash Kheirollahi

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## Summary

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Empathetic and technically capable customer support professional with experience across healthcare and digital services. Skilled in live support, issue resolution, documentation, and providing a calm, helpful presence in high-pressure environments. Known for building trust with users, translating technical language into everyday terms, and representing businesses with professionalism and care.

## Skills

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- Clear and professional written/verbal communication
- Conflict resolution, patience, and active listening
- Technical support across CMS platforms, websites, and help desks
- Familiar with Microsoft Office, Zoom, Teams, Webex, and ticketing systems
- Multitasking and prioritizing tasks in dynamic environments
- Languages: English (fluent), Farsi (native)

## Experience

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### Customer Support Assistant – Physio Health Care Clinic

Toronto, ON

Jan 2025 – Jul 2025

- Handled in-person and phone-based inquiries, scheduling, and service clarification.
- Resolved client issues calmly and maintained accurate records with discretion.
- Collaborated closely with practitioners and managers to streamline client flow.

### Customer Support – EzWeb (Web Development Agency)

Tehran, Iran

Nov 2023 – Nov 2024

- Delivered post-launch website support via tickets, email, and direct meetings.
- Drafted user guides and FAQs to reduce common support requests.
- Represented the team in client check-ins and technical review sessions.

### Support Assistant – Beman Agency

Tehran, Iran

Nov 2022 – Nov 2023

- Responded to technical and content update requests from small business clients.
- Maintained timely communication and built strong client relationships.
- Provided feedback to developers to help refine client-facing workflows.