



BASHAR ABOKWAIK

CUSTOMER SERVICE SPECIALIST



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Objective:

Customer support professional with expertise in problem-solving, communication, and conflict resolution. I have a proven track record of driving growth by prioritizing customer satisfaction and building strong relationships. Skilled in active listening, empathy, and delivering tailored solutions to ensure alignment between customer needs and company objectives.

Work Experience:

SMART BLOCKS

April 2023 – Present

Customer Support – KNOOZ

- Provided customer support for a cryptocurrency exchange, optimizing queries via Freshdesk and Freshchat.
- Developed a knowledge base, reducing support requests and improving self-service.
- Streamlined ticketing processes, enhancing response times and customer satisfaction.
- Applied blockchain and cryptocurrency knowledge to resolve complex inquiries.
- Ensured KYC compliance, improving verification efficiency.

LIGHTIC Company

January 2022 - March 2023

Customer Service Team Leader

- Co-founded the company and built customer service operations from the ground up.
- Led and mentored a high-performing team, achieving a 20% increase in customer satisfaction.
- Ensured SLA compliance, maintaining a 90% adherence rate to service level agreements.
- Analysed performance data, optimizing processes and reducing response time by 30%.

Eng. MOH'D M. MAJDALAWI Office

June 2021 - November 2021

Civil Engineering

- Working in an engineering office as a trainee in design and supervision

Education:

January 2021

Al Al-Bayt University

Bachelor's degree in Civil Engineering

- Bachelor's Degree in Civil Engineering from Al Al-Bayt University, with a grade of 76%.
- Participated in the "Bab Al-Madina Mall" project in Zerqa.
- Graduation project: Design of a four-story residential building, graded 91%.

Courses:

McKinsey & Company

McKinsey Forward Program

Duration: 8 weeks

- Adaptability & Resilience: Developed learning habits.
- Problem Solving: Solved problems with structured thinking.
- Communicating for Impact: Mastered effective communication.
- Relationships & Well-Being: Strengthened relationships and team safety.
- My Digital Toolkit: Explored digital advancements.

Language:

- Arabic: Native
- English: Proficient
- Turkish: Intermediate

Skills:

- Blockchain & KYC knowledge
- Effective communication
- Customer relationship management
- Customer support (Freshdesk & Freshchat)
- Teamwork
- Data analysis
- Problem-solving
- Critical thinking
- Microsoft Office
- Training & mentoring
- Process improvement
- Leadership development