



BASHAR ABOKWAIK

CUSTOMER SERVICE SPECIALIST



Phone: +962797995214

Email: basharabokaik@gmail.com

Address: Zarqa, Jordan

LinkedIn: www.linkedin.com/in/bashar-abokwaik/

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** **Customer Support – KNOOZ** **April 2023 – Present**

- 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 **Customer Service Team Leader** **January 2022 - March 2023**

- 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 **Civil Engineering** **June 2021 - November 2021**

- 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** **June 2021 - November 2021**

- 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:

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