

Rafat Al Najjar

Customer Support Executive

PROFESSIONAL EXPERIENCES

MultiBank Group, Dubai

March 2022 till April 2023



CONTACT

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LANGUAGES

Arabic

English

Duties As Customer Support Representative :

- Assist clients with questions and requests related to forex trading.
- Provide guidance and support to customers on how to use the company's trading platform and tools.
- Resolve customer issues and complaints in a timely and professional manner.
- Assist clients with deposit and withdrawal procedures, including reviewing their documentation and ensuring compliance with regulatory requirements.
- Conduct market research and keep clients up-to-date on global economic events and trends that may affect their business decisions.
- Collaborate with other departments such as sales and compliance to ensure a seamless and efficient customer experience.
- Monitor and respond to customer reviews and comments on various platforms including social media and forums.
- Conduct customer satisfaction surveys and the results are analyzed to identify areas for improvement.
- Update industry regulations and ensure compliance with all relevant laws and regulations.
- Provide product training and education to clients, including webinars or seminars on forex trading strategies and risk management.

CM Trading, Dubai

January 2021 till February 2022



Duties As Sales & Financial Analyst:

- Doing Market research, developing sales leads, advising clients on business strategies, analyzing financial data and reports a conducting, conducting risk assessments, maintaining client relationships, monitoring business development, and collaborating with in-house teams.

EDUCATION

- Islamic University of Technology, Dhaka -Gazipour.
2015 | Electrical Engineering & Electronics.

SKILLS

- Strong knowledge of foreign paper, good communication skills, patience and empathy, problem solving ability, time management skills, flexibility and learning mindset, conflict resolution skills, and team player behavior.