

LAMA ASIRI

Customer Service Agent

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Jeddah, Saudi Arabia

EDUCATION

Highschool - Science

87th Girls Highschool

2011 - 2014 Jeddah, Saudi Arabia

GPA

4.0 / 4.0

EXPERIENCE

Customer Service Agent

SMB Auto Transport

2015 - 2016 Location

Auto Transpotation

- Maintain customer accounts and record account information.
- Oversee customer auto transport requests and process customer adjustments.
- Make service recommendations to customers based on their needs and preferences.
- Follow communication guidelines, policies and procedures.
- Handle customer complaints and provide alternatives and solutions to ensure resolution of complaints.
- Reach out to customers via email and telephone to verify account information.

E-Commerce Manager

Janaia Cosmetics

2016 - 2018 Online

Beauty Supply Store

- Driving the sales performance of the company's online platform.
- Managing and executing promotional campaigns.
- Ensuring good customer service by addressing and ensuring the timely resolution of customer issues or comments.
- Providing insights on customer shopping trends to support assortment selection.

SKILLS

Customer Care Skills

Active listening

Adaptability

Attentiveness

Conflict resolution

Creativity

Decision-making

Effective communication

Patience

Computer Skills

MS Office

LANGUAGES

Arabic

Native



English

Proficient

