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|  |  | Objective To secure a full-time position where I can utilize and demonstrate my excellent customer success work philosophy alongside my analytical and creative skills. |
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|  |  | ExperienceVodafone UK - *Customer Service Representative*  September 2013 – January 2015  * My work experience involved working within a team-based culture. This involved planning, organization, coordination and commitment. I ensured daily sales targets were met along with a fair distribution of tasks and effective communication amongst all staff members. * Responded to client inquiries relating to their accounts. * Effectively handled client escalations in a professional manner. * Made sure customers queries were efficiently handled and resolved in an effective time frame and professional manner. * Selling and pitching service upgrades, bundles and products.  Mo4 Network – *Social Media Account Manager* January 2015 - November 2015  * Handled client requests involving developing and implementing marketing strategies via social media platforms, this included daily posts, photos, videos and slogans were met in accordance to schedule. * Creatively wrote content. * Kept up-to-date on social media trends and tools. * Developed initial social media plan, digital planning and presence for brand. * Managed online discussions and responding to genuine user comments and grievance.   **National Travel Associates -** *Reservations**Sales Agent*  ***December 2015 - February 2017***   * Consistently exceeded weekly sales quotas. * Identified customer’s needs and upsold to higher value products as often as possible. * Maintained a regular customer base and actively worked to develop lucrative new customer relationships. * Articulated value of service to over 100 Businesses on a daily basis. * Negotiated and persuaded businesses into buying wholesale priced products in a B2B work environment. * Followed up with prospect leads to close sale alongside discussing future booking plans.   **Expedia Teleperformance**  *- Travel Agent Consultant*  **April 2017 – June 2018**   * Provided Travel consultations and assured conflicted problems were solved efficiently. * Responded to customer inquiries related to their accounts. * Effectively handled customer escalations in a professional manner. * Recommended appropriate features services and products as per Customer’s travel plans. * Identified and attended to customer’s needs in an effective and efficient time frame.   **Top Hat –** *Technical Support Analyst* **June 2019 – October 2019**  • Worked closely with professors, students and faculty to resolve issues experienced with the platform.  • Used Salesforce CRM to log phone calls, answer inquiries via live chat and resolve email tickets.    • Logged bugs affecting the product and escalated to development team to investigate and resolve.  • Maintained an individual Customer Satisfaction Score (CSAT) of 97% and above each campaign.  • Managed a backlog of tickets ensuring cases were closed within 24 hour time frame or escalated as necessary.  • Collaborated with other teams in Revenue Operations (Onboarding, Sales, Account Management, Product) to ensure client issues were properly addressed.  • Assisted with training new hires with product knowledge and internal processes.  • Assigned to a priority queue that handled time-sensitive/at-risk client inquiries.  • Participated in cross-functional teams to surface usability concerns and customer pain points.  • Worked collaboratively across different departments within the organization to ensure alignment.  • Provided support to technical inquiries/issues that were posted on social channels: Twitter, Facebook.  • Built training decks on new features being rolled out to build confidence amongst support agents.  • Trained other departments on internal processes pertaining to technical inquiries.  **WhatSheTechs –** *Social Media Marketing Intern*  **June 2020 - September 2020**  • Produce content across social media channels (photos, GIFS, memes, illustrations, videos, etc.)  • Copy-edit and fact-check social media content  • Manage the posting and optimization across multiple social media channels, includes scheduling or actively posting on nights and weekends  • Administer social content publishing tools for monitoring and engaging with audiences across social channels  • Catalog and organize all creative assets and files to ensure our internal database is kept organized and up-to-date  • Coming to the table with ideas while ready to leave the room with a collective vision. |
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|  |  | EducationYork University October 2016 - Present Faculty of Liberal Arts and Professional Studies, Bachelor of Applied Science **(**B.A.S.), Administrative Studies (Marketing), *Class of 2019* Futures Language School 2012 High school diploma obtained |
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|  |  | Skills/Summary  * Over two years of providing excellent customer service in various work environments * Excellent communication skills and well developed interpersonal abilities * One year experience working in sales based work environment * Fast and efficient, ability to complete tasks, prioritize and meet deadlines * Energetic and positive team player, punctual and reliable * Extensive knowledge of MS Word, Excel * Highly successful in establishing strong business relationships with a diverse clientele * Fluent in verbal and written English and Arabic * Speak elementary Serbo-Croatian -Bosnian * Basic knowledge of SQL * Basic Knowledge of UX Design |