

Ali Reza Mohammad Poor

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Skellefteå, SE

Experience

Customer Service Agent

Ridestore • Skellefteå, SE

10/2024 – Present

- Excelled in a high-pressure environment during the busiest season, managing approximately 800 customer cases per month.
- Maintained exceptional performance metrics with over 96% customer satisfaction and a handling time under 7 minutes per case.
- Earned recognition from customers for being a problem-solving, detail-oriented, emphatic and fast support agent.
- Quickly adapted to the role, taking full ownership of tasks and responsibilities within the first week of introduction.
- Reduced incoming customer inquiries by identifying common pain points and creating effective solutions, such as showcasing relevant information clearly on the website.
- Gained comprehensive knowledge and hands-on experience using Intercom, leveraging its features to manage customer interactions effectively.
- Worked fully remotely and effectively adapted to asynchronous communication within the company using tools such as Slack, Asana, and Notion.

Founder and CEO

Sneaker Cuisine • Skellefteå, SE

11/2020 – 09/2024

- Managing the company's economic and business strategies. Reaching over 2500 orders annually over 3 years and a total of 15 million SEK in revenue
- Responsible for all procurement, logistics, sales, customer service and business relationships
- Managed operations for three warehouses, coordinating daily with local and global carriers to schedule pickups and deliveries, handling international shipments documentation, inventory management, claims, returns, and providing B2B sales support to European, Australian, and American wholesale customers
- Developed a comprehensive understanding of retail and e-commerce processes by overseeing daily administrative tasks and continuously seeking ways to improve operational efficiency and customer satisfaction through creative and strategic approaches
- Solely responsible for establishing and maintaining IT infrastructure at Sneaker Cuisine, adapting to rapid industry changes and mastering a range of software (e.g., Microsoft 365, Google Workspace), cloud services (GCP, Azure, AWS) and Shopify as main CMS
- Provided IT support and guidance to peers and industry contacts, assisting with server setups and troubleshooting various IT issues, showcasing a strong understanding of user needs and software navigation
- Successfully coordinated and hosted various events with notable restaurants including Astoria, Bryggargatan, and Mandel, showcasing exceptional organizational skills and the ability to manage event logistics effectively.

Financial Assistant

Skellefteå Kraft • Skellefteå, SE

04/2019 – 10/2020

- Managed over 250 incoming accounts payable daily, confirming references, VAT, company information, and payment details
- Managed purchase orders, ensuring accurate matching of articles with corresponding invoices. Maintained daily communication with the procurement department to address pricing, delivery issues, and approval of invoices
- Provided support to the accounting team during monthly and yearly closures by assisting with administrative tasks
- Made payments for all companies under Skellefteå Kraft daily and re-entered the payment file for accounting
- Administered and helped project managers with economic overviews, such as budgeting, overview of invoices and deadlines. Projects ranged from 1–20 million SEK

- Managed the email inbox for invoices received in PDF format and provided internal support to all employees regarding invoice-related inquiries and assigning account codes
- Oversaw the training and mentoring of new administrative assistants in order to match their strengths with the needs of the office
- Developed a moderate level of knowledge and skills in accounting software, including Readsoft, ExFlow, and Dynamics AX

Customer Service Representative

Skellefteå Kraft · Skellefteå, SE

09/2017 - 03/2019

- Handled all types of customer inquiries, answered questions, and resolved problems in a timely manner
- Had a personal line regarding solar cells and micro production
- Kept accurate records of all interactions, including customer names, addresses, phone numbers, and product sales
- Front desk tasks, included giving out pass for guests and consultants, answering phone and email
- Developed and trained new customer service representatives on the proper handling of customer inquiries

Education

Fullstack Developer

Företagsuniversitet · Stockholm, SE

12/2026

- Completing courses in HTML & CSS, fundamental JavaScript, agile methodologies, and basic IT concepts to strengthen foundational knowledge in web development and software processes.
- Gaining hands-on experience in creating responsive web designs, understanding programming logic, and adopting agile principles for efficient project management.
- Graduating December 2026.

References

Elin Bergsten - CFO - Skellefteå Kraft, Maria Holmström - Head of Accounting - Skellefteå Kraft