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Top Skills

Product Development
Customer Experience Management
Cross-functional Team Leadership

Certifications

EFSET English Certificate 68/100
(C1 Advanced)
Customer Service Certified Debt
Specialist

Mohammad Fayed

Director of Customer Service || I.A.P.D.A Certified Debt Specialist ||
Clinical Laboratory Science
Amman, Amman, Jordan

Summary

Experienced Customer Service Manager with a strong background in product development and performance management. I led the integration of customer insights to improve product quality and user experience, aligning service strategies with company goals. Skilled in cross-functional leadership, data-driven decision-making, and team development, I consistently drove efficiency and customer satisfaction. Passionate about fostering innovation and delivering exceptional customer experiences. Open to connecting and exploring growth opportunities.

Experience

Fone Fluent

1 year 7 months

Customer Service Manager

August 2024 - Present (4 months)

Amman, Jordan

- Product Development Oversight: Led the strategic planning and execution of customer feedback integration into product development to enhance user experience and product quality.

- Performance Management: Monitored and evaluated team performance metrics, ensuring high productivity and service quality to meet customer satisfaction goals.

- Cross-Departmental Collaboration: Coordinated with product, sales, and technical teams to align customer service initiatives with broader company objectives and improve product offerings.

- Policy and Procedure Implementation: Developed and enforced customer service policies and procedures that supported product rollouts and service standards.

- Training and Development: Managed training programs for customer service teams to ensure up-to-date product knowledge and service excellence.

Customer Service Team Leader

January 2024 - August 2024 (8 months)

Amman, Jordan

Entrusted with the intricate responsibility of curating dynamic reports, synthesizing complex data sets, and delivering compelling insights to enrich the depth and breadth of discussions in the monthly business review meeting

Managing workload distribution and task assignments to optimize resource utilization and meet deadlines.

Continuously evaluating and refining team processes and workflows to drive continuous improvement and achieve optimal results.

Serving as a point of contact for escalated issues or conflicts.

Leading by example and embodying the values and principles of the organization to inspire and motivate team members.

Customer Service Advocate

May 2023 - January 2024 (9 months)

Amman, Jordan

Liberty Debt Relief

- Advocating people on how to deal with their debts
- Explain to the clients the meaning of debt settlements
- Help clients to think logically and remind them with the greater purposes (settling the debts)
- Provide assistance when it comes to creditor correspondence
- Answer clients queries via phone, emails.
- Provide advice on dealing with the impacts of debt.
- Retain clients who decide to drop out of our debt settlement program

JORDAN UNIVERSITY HOSPITAL

Student Intern

February 2023 - June 2023 (5 months)

Amman, Jordan

responsible for assisting laboratory operations and perform examinations and experiments under the supervision of tenured laboratory staff.

Phlebotomist.

Examining and analyzing blood, body fluids, tissues, and cells. Relaying test results to physicians. Utilizing microscopes, cell counters, and other high-precision lab equipment.

Clarity Debt Resolution Inc
Customer Service Advocate
April 2023 - May 2023 (2 months)
Amman, Jordan

Debt Settlement(Internship)

- Understanding the financial culture for US citizens, and the impact of the Credit Score on their live.
- Learning all type of creditor correspondence, and legal documents.
- Learning all the debt relief options in the USA.
- Understanding the credit score, how to help clients to gather informations by reading the credit score.

Crystel.co
1 year 6 months
Senior advisor
November 2022 - February 2023 (4 months)
Amman, Jordan

- Supervising a team of agents (Talabat Project) and ensuring that set objectives are achieved.
- Spotting inconsistencies in the scripts/questionnaires and suggest improvements.
- Taking escalated issues or unresolved queries.
- Escalate issues or unresolved queries to supervisors and communicate with clients and departments. •Accountable for customers' satisfaction and providing high quality services
- Supporting agents and customers with required information.
- Checking agents daily activities.
- Preparing several reports.
- Prepare an andivuiual action plan to enhance performance.
- Indivuiual coaching, and evaluation for each agent

Quality Assurance Analyst
July 2022 - November 2022 (5 months)

Amman, Jordan

- Maintain and develop internal support and call center quality standards;
- Review a subset of support agents' conversations (calls, emails, chat, etc)
- Assess support interactions based on internal standards
- Accompany evaluations with meaningful and constructive feedback;
- Analyze all customer service metrics (e.g. CSAT, FRT, IQS) and how the support team's performance affects those KPIs;
- Map the need for training and onboarding programs and initiate these projects;
- Participate in calibration sessions to maintain consistency in internal evaluations;
- Contribute to the team culture in a positive manner.

Bilingual Customer Service Representative

September 2021 - August 2022 (1 year)

Amman, Jordan

- Respond to customer inquiries
- Research required information using available resources
- Handle and resolve customer complaints
- Provide customers with product and service information
- Process orders, forms and applications
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary

Education

Al-Balqa'a Applied university

Bachelor's degree, Clinical Laboratory Science/Medical Technology/
Technologist · (2019 - 2023)

King's Academy

course, English Language and Literature/Letters · (2013 - 2015)

