



HASAN WARDEH

Customer service



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EDUCATION

High school graduate in the literary field with a cumulative GPA of 73."

SKILLS

- working under pressure.
- Strong Communication Skills .
- attention to details multitasking .
- Working in a team .
- decision making skills

LANGUAGE

- Arabic – native
- English proficiency: B1

Hobbies

- Reading.
- Writing .
- Sports .

SUMMARY

Experienced customer service professional skilled in assisting customers through chat and phone calls. Committed to providing excellent support and resolving issues efficiently to enhance customer satisfaction."

WORK EXPERIENCE

customer service representative Extensya

2/2023 – 8/2023

- Solve customer problems and answer their inquiries .
- Record complaints and feedback for analysis to improve service quality.
- Collaborate with other support teams for effective problem resolution.
- Update customer and order information in the system.

Crew Mcdonald's

2020 – 2021

- Prepared food items according to safety and quality standards.
- Maintained cleanliness and organization in the dining area and kitchen.
- Collaborated with team members to ensure efficient operations during peak hours.
- -Assisted in training new crew members on company .

Restaurant Customer Service Agent nova

5/2024 – Present

- Received and processed customer orders efficiently.
- Handled customer complaints and escalated them to the appropriate department.
- Inquired about customer experiences with food and service to gather feedback for improvement.