

ESRAA ABDALLAH

WORK EXPERIENCE

SENIOR CLIENT EXPERIENCE EXPERT

FARFETCH

2021 - Present

- Assisting customers with orders enquiries through several channels (chat, email, telephone)
- Social Media community management.
- Working with the partner services & operations teams to resolve any order discrepancies.
- Being the face of Farfetch to our customers & partners alike.
- Assisted in training fresh joiners and handled escalations.
- Collaborate with teams to manage Private Clients with their shopping experience.

SOCIAL MEDIA MANAGEMENT

ECHARPE BOUTIQUE AE and LB

2020-2021

- Creating and implementing social media strategies.
- Developing engaging and relevant content for social media platforms,
- Monitoring and responding to comments, messages, and interactions.
- Collaborating with influencers and managing influencer partnerships.

CUSTOMER SERVICE

Dnata, The Emirates Group

2015-2020

- Greeted and assisted all customers, including providing help with check-in, tagging luggage, ticketing changes, rebooking, and special service requests.
- Boarded and deplaned flights, and escorted passengers, including disabled passengers for special handling services.
- Participated in hosting big events with Emirates airlines

PROFESSIONAL TRAINING AND QUALIFICATIONS

- All related Travel and airport professional training.
- CRM functions.
- Styling and client account management.
- Sales and after sale experience.
- E-commerce systems - Salesforce, Talkdesk, JIRA, Tableau, etc.

EDUCATION HISTORY

Bachelors of Business Management & Hospitality

SKYLINE UNIVERSITY COLLEGE

2012-2015

- Graduated with CGPA of 3.7/4



📍 Dubai

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🇱🇧 Lebanon

🗣️ Arabic(native)
English(Fluent)

PROFILE

Experienced professional in multiple sectors (aviation, fashion, and social media) seeking a role in a dynamic work environment. Seven years of experience in total. Motivated, communicative, and result driven with excellent problem-solving, leadership and organizational skills.

SKILLS

Multi-tasking

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Problem Solving

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Flexibility

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Leadership

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