



Name
Majed abdukhalek

Address
sharjah king Abdulaziz street
0000 Emarites

Phone number
+971562566777

Email
majido.1234@hotmail.com

Date of birth
30-06-1994

Place of birth
Dubai

Nationality
lebanese

Marital status
single

Driving license
available

LinkedIn
majido.1234@hotmail.com

Interests

reading , hiking

Majed abdukhalek

Energetic Customer Service Representative with 10 years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Work experience

Operation Executive

Jan 2021 - Present

On Board Express Shipping LLC, sharjah

- 1 . Manage inbound customer inquiries regarding courier package
- 2 . Monitored pickup times and delivery durations to ensure timely courier
- 3 . Proficiently handled correspondence with shippers and consignees via email
- 4 . Import and export freight inquiries, optimizing communication channels
- 5 . Negotiated competitive rates by liaising with global WCA members
- 6 . Executed BOE printing through the Mirsal 11 system
- 7 . Conducted commercial invoice attestation using MOFA Edas system

Customer service representative

Dec 2018

Intelligent Business Technologies IBT, Dubai Silicon Oasis

- Answer inbound calls in a timely and friendly manner.
- Evaluate the problems and complaints of the callers and provide proper solutions to them.
- Respond to the needs of customers and provide personalized service. Provide information on the company's products and services to generate interest in the offer of upsell products.
- Process orders, forms, and applications
- Route calls to other team members whenever needed.
- Follow up with customers.
- Scheduling inventories.
- Drop off Arranging production data.
- Preparing POs (Purchase orders)
- Assisting in linking office work with production stages that occur on the ground.
- Assisting in all office requirements

Customer Care Advisor

Jul 2016

Orbit Showme Network [Gulf DTH], DUBAI

- Efficiently managed customer complaints, achieving first call resolution and enhancing customer satisfaction.
 - Executed specialized tasks as assigned by customer care management, demonstrating adaptability and initiative.
 - Delivered expert second-level technical support and advanced troubleshooting, reinforcing customer trust and loyalty.
 - Actively promoted OSN's key content across platforms, adeptly handling sales inquiries to drive cross-selling and upselling opportunities.
 - Maintained professional liaison and escalation with various departments, ensuring seamless interdepartmental communication.
 - Communicated with customers via email in both English and Arabic, ensuring clarity and responsiveness.
 - Provided prompt and accurate responses to customer inquiries through instant chat support, enhancing real-time engagement.
- Engaged with customers on social media channels including Facebook, Twitter, and Instagram, expanding brand presence and support.

Contact Centre Agent

Sep 2014 - Jul 2016

Aramex Courier service provider, Dubai

- Managed high-volume inbound customer inquiries with a focus on providing real-time information on product delivery status.