



# Majed abdulkhalek

**Name**  
Majed abdulkhalek

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**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

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

*On Board Express Shipping LLC, sharjah*

Jan 2021 - Present

- 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

*Intelligent Business Technologies IBT, Dubai Silicon Oasis*

Dec 2018

- 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, providing 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.