



YAZAN AL-SHOUBAKI

CUSTOMER SERVICE

 yazanshoubaki9@gmail.com

 0780958005

RELEVANT SKILLS

- Attention to Detail
- Active Listening Skills
- Improving Customer Experience
- Building Customer Loyalty
- Time Management
- Problem Solving
- Critical Thinking Skills
- Decision Making

LANGUAGES

- Arabic (Mother language)
- English (Good)

WORK EXPERIENCE

SHIFT LEADER

CakeShop

August 2018 to September 2022 (4 years)

- Supervise and follow up on the daily tasks of the store
- *Dealing with customer complaints, following them up, and working to resolve them*
- Follow-up of sales and daily expenses

CUSTOMER SERVICE AGENT

L'Entercote

May 2015 to July 2018 (3 years)

- Handling customer requests
- *Ensure food quality and service*
- Ensure customer experience

EDUCATION HISTORY



Bachelor of Management Information Systems

Irbid National University

Year of Graduation: 2022

GPA: 79.5



Diploma of Business Administration

Alblqa'a University

Year of Graduation: 2018

GPA: 75.8

CERTIFICATIONS



The Online Marketing Fundamentals

Google Digital Garage

2017