Khaled Allouh

Customer Support Specialist.

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EXPERIENCE

Teleperformance, Turkey - Customer Support Representative

January 2021 - PRESENT

• Senior customer support specialist

• Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction

• Collect source data such as customer names, addresses, phone numbers using CRMs such as Salesforce (DCE2)

• Troubleshooting customer complaints on social media and reach out to provide assistance

• Follow up with customers to ensure their technical issues are resolved

• NPS management

• Assisting in training junior Customer Support Representatives

Al Futtaim, Abu Dhabi, UAE - Customer support Specialist

January 2019 - February 2020

• Answering customers' inquiries via Chat, Email, and Social Media.

• Answering or making outbound interactions to customers for further assistance

• Providing fast and accurate resolutions

• Engaging in active and reflective listening with customers, to provide the best customer experience.

Bin Jamal General Engineering, Abu Dhabi, UAE - Civil Engineer

October 2016 - March 2018

• Preparing the Civil design and shop drawings.

• Preparing Abu Dhabi municipality approvals.

• Preparing Material submittals.

• Preparing and issuing material orders and LPO's.

• Procurements for all Civil materials.

• Attending meetings with the main contractor, consultant and client for design, construction and handover.

• Following the testing and commissioning activities along with reports for all Civil disciplines.

• Issuing as built drawings.

Dynamic and dedicated customer support specialist with a strong background in delivering exceptional service. I thrive in fast paced environments and I am always eager to learn and grow. My adaptability to new challenges allows me to effectively resolve customer issues while enhancing my skills. I am excited about the opportunity to contribute to a collaborative team focused on providing outstanding customer experience.

SKILLS

• Microsoft Office 365

• Salesforce

• Qualtrics

• Sprinklr

• ICSC

• Twilio

• AutoCAD - 2D -3D

SOFT SKILLS

• Active and reflective listening

• Empathy

• Communication skills

• Sales

• Organized

• Team work

• Time management

• Attending Municipality and Abu Dhabi civil defense inspection along with the required certificates.

• Coordinating between the civil and MEP works.

• Preparing plans and target.

Al Jamal Showroom, Abu Dhabi, UAE - Sales Executive

July 2009 - January 2010

• Research and recommend prospects for new business opportunities

• Research and analyze sales options

• Build and maintain relationships with clients and prospects

• Stay current with trends and competitors to identify improvements or recommend new products

• Collect and analyze information and prepare data and sales reports

• Attend workshops to learn more technical and professional skills for the job

• Build and maintain professional networks

• Meet with potential clients to determine their needs.

EDUCATION

Uttara University, Dhaka, Bangladesh — *Bachelor of Civil Engineering*

2011 - 2015

Khalifa Bin Zayed, Abu Dhabi, UAE — *High school degree*

1996 - 2008

LANGUAGES

Arabic: Mother tongue

English: Fluent

Turkish: Beginner