

MAZIN HATIM

CUSTOMER SERVICE

Helping customers to overcome the problems they face and providing comprehensive and adequate answers to all their inquiries. Receiving, canceling and returning customer orders. Communicating with customers through various means and sites. Dealing with customer problems through various communication channels and showing interest in customer satisfaction.

SKILLS

- Tactfulness in dealing with people and customers.
 - Skill in cooperation with the work team.
 - Computer skills.
 - Effective communication skills.
 - Work under pressure.
 - problem solving.
 - ability to remain calm under pressure.
-

EDUCATION

COMMUNICATION & NETWORK

Bachelor of engineering , major in communication & Network

Sudan International University | 2014 - 2020

LANGUAGE

Arabic - English

EXPERIENCE

CUSTOMER SERVICE

Farha company 2021-2023

Maintaining a positive approach in dealing with customers and showing the extent of professionalism in dealing with and solving their problems.

Immediate response to customer inquiries.

Maintaining records of communication with customers, their transactions, comments and complaints.

Use simple language to explain malfunctions and problems and explain them to customers in a simple way.

Helping customers troubleshoot problems with products or services, either over the phone or via email.

Establishing rapport with customers to foster loyalty and encourage repeat business.

Educating customers about features, benefits, pricing, and any other relevant details.

CONTACT

mazin5044@gmail.com

+971545258494

Abu Dhabi - UAE