

ZAIN ALABDIN ISHAQ

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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Sharjah, United Arab Emirates

OBJECTIVE

As a devoted and customer-centric Call Center Agent, I bring substantial expertise in delivering exceptional service and support to clients. Demonstrating a consistent history of surpassing performance targets, I am unwaveringly dedicated to delivering exemplary solutions, resolving issues, and ensuring a consistently positive customer experience

SKILLS

Communication Skills
Customer Support
Problem solving
Work Under Pressure
Time Management
Flexibility
Team Work
Microsoft Office (word, excel, power point
Administration
Well planning skills
Decision Maker

WORK EXPERIENCE

Sudatel Telecom Group— Customer Service Representative

Feb 2022–Mar 2023

- Demonstrated exemplary telephone communication skills by employing effective questioning techniques and attentive listening, resulting in a noteworthy 20% enhancement in customer satisfaction levels and successful customer retention.
- Employed advanced listening abilities to pacify customer frustrations, leading to the selection of three of my phone interactions by management as valuable training aids.
- Proficiently operated the company's call center software and Customer Relationship Management (CRM) system, ensuring swift access to customer data, tracking interactions, and providing accurate and timely assistance.
- Adhered strictly to customer call protocols, consistently meeting service level agreements, handling times, and productivity standards, thereby upholding the company's reputation with adept communication.
- Actively participated in continuous training and development initiatives to remain abreast of product knowledge, industry trends, and customer service best practices, thereby bolstering overall performance.

EDUCATION

Bachelor degree

National Ribat University

2018-2023

Completed coursework towards Bachelor of information technology

Yalla Natlob— Call Center Agent

Mar 2021–Jan 2022

- Call center agent, responded to a large number of calls related to product and service inquiries - technical support , warranty claims , sales

LANGUAGES

Arabic

English