



Hussam Yad

Customer service representative
After-sales agent
syrian.
27 years.

houssam.yad@gmail.com

+971505714537

Sharjah, UAE

Energetic Customer Service Representative with 3+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

WORK EXPERIENCE

Telesales/ after-sales

Limitless shopping company

07/2022 - 03/2023

Sharjah, Uae

Shopping and promotion website

Achievements/Tasks

- Working in CRM / odoo systems
- Ensure customer satisfaction and provide professional customer support.
- Processing orders, forms, applications, and requests.
- Providing feedback on the efficiency of the customer service process.
- Following up with clients or customers to check that they're still satisfied with any purchases.
- Troubleshooting common issues with a product or service

Customer service representative

MTN communication company

06/2019 - 02/2021

Aleppo , syria

Famous telecom company in syria.

Achievements/Tasks

- Escalating inquires and concerns.
- Providing introductory information to new customers.
- Letting customers know about new offers.
- Troubleshooting common issues with a product or service

SKILLS

Work ethic.

Punctuality.

Commitment.

Patience.

Openness.

Responsibility.

Leadership.

Public speaking.

Presentation.

LANGUAGES

English

Full Professional Proficiency

Arabic

Native or Bilingual Proficiency

Turkish

Elementary Proficiency

INTERESTS

Reading.

Cooking.

Teaching.

Playing basketball.

Watching series.

Writing content.

Travelling.

Learning new things

EDUCATION

Bachelor of arts (BA)/ English literature

University of Aleppo

09/2014 - 08/2018

Aleppo , syria

Courses

- American accent.
- Accounting course.
- Writing content workshop.
- Icdl course .
- Tot workshop.
- English language conversation.