



Shareef Kanaan

Customer Service

Customer service professional with a demonstrated commitment to providing incredible service for the past 6 years. Strong communication skills that allow me to listen to a customer's problem and suggest acceptable solutions. Quick and thorough decision maker with the ability to resolve customer concerns while keeping everyone satisfied. Dedication to keeping my skills and knowledge up to speed by learning new computer software, working with innovative customer service approaches and being part of a team of knowledgeable colleagues.

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EDUCATION

Bachelor's of Mechanical Engineering Tishreen University

02/2022

Latakia, Syria

WORK EXPERIENCE

Customer Care Specialist Orange mall

05/2020 - 08/2022

Achievements/Tasks

- Responsible for handing customer inquiries, providing appropriate Solutions and alternatives• Assist customers with after-sales service issues•
- Resolve customer complaints and call out issues as appropriate with the Goal of first contact resolution Manage ongoing customer relationships utilizing our CRM tools.
- Develop collaborative, positive working relationships with staff at our traditional boutiques•
- Able to communicate concisely our company policies to client•Maintain and update regular client correspondence.
- Assist customers with after-sales service issues•
- Maintain and update regular client correspondence.

Customer Service Representative Syriatel Telecom

11/2018 - 05/2020

Achievements/Tasks

- Assisted customers with product-related questions, feedback and complaints.
- Processed and issued product orders and service upgrades for customers.
- Addressed customer service enquires quickly and accurately.
- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.

Customer Service La Mira Hotel

01/2016 - 11/2018

Achievements/Tasks

- Discussed account details with customers and recommended products and services to them based on listening to their needs and interests.
- .Prepared merchandise for sales floor by pricing or tagging.
- Solved problems with billing, service or product quality issues customers called about by making referrals to the appropriate supervisor, investigating billing details or scheduling service appointments.
- Achieved high call quality scores each week, based on each customer's level of satisfaction after they received a resolution.

SKILLS

Leadership

Social Media Marketing

E-commerce

Client Relationships

Conflict Resoulution

CRM & ERP Software

Inventory Control Procedures

Sales

POS System Operations

Sales Trends

Policy and Procedure Adherence

Verbal and Written Communication

Microsoft Office: Proficient user of Word, Excel and PowerPoint

Call centre experience

After-sales support

Live chat operation

Account management

LANGUAGES

English

Full Professional Proficiency

Arabic

Native or Bilingual Proficiency

INTERESTS

Football

Chess

Music

Movies

Gaming