



Abdulaziz Alakoub
Customer Service Agent



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Birth: 01/01/1992

Efficient customer service professional with 5+ years of experience in call centers and hospitality service. Adept at handling 50+ calls on a daily basis while consistently resolving client issues smoothly and quickly. Fluent in both Arabic and English, and able to provide clear customer service in both languages. Seeking to apply customer service and problem-solving expertise to benefit your company as a call center representative.

Experience

Call Center Agent

Syrian Telecom Company (STC), Aleppo branch

May. 2015 to Jul. 2022

- Manage large amounts of inbound and outbound calls in a timely manner.
- Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction.
- Call clients and customers to inform them about the company's new products, services and policies.
- Guide callers through troubleshooting, navigating the company site or using the products or services.
- Collect source data such as customer names, addresses, phone numbers, credit card information for customers and enter data into customer service software.
- Collaborate with other call center professionals to improve customer service.

IT Support specialist

Syrian Telecom Company (STC), Aleppo branch

Feb. 2010 to May. 2015

- Installing network hardware components and cables.
- Verifying service by testing circuits, equipment, and alarms.
- Maintaining network by troubleshooting and repairing outages.

Skills

- Microsoft Office.
- Strong time management and organizational skills.
- Patient and empathetic attitude.
- Phone skills, including familiarity with complex or multi-line phone systems.
- Problem-solving.
- Presentation skills.
- Organized and detail oriented.
- Teamwork.
- Attention to details.
- Prioritize workload.
- Willingness to learn.
- Ability to work in a multiple shift environment.
- Ability to work under pressure and multi task
- Knowledge of relevant IT systems.

Languages

Arabic

Native

English

Very good spoken and written English (B2 –C1)

Education

Bachelor Degree in Communications Engineering

- University of Aleppo, Faculty of Electrical & Electronic Engineering.
- Graduated in November, 2014.
- GPA 86.36%.