

Contact



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Kuwait City, Kuwait

Education

- Bachelor of Mass Communication
 Kuwait University
 2019-2022
- Higher Secondary School Certificate
 Abdul Rahman Al-Sumait Institute
 2018

Expertise

- Microsoft Office-Word & Excel
- Proofreading in English & Arabicb
- Social Media Account Management
- Content Creation
- Reading & Researching

Abdul Aziz Abdullah

CUSTOMER SERVICE COORDINATOR

About Me

Dedicated customer service professional with 4+ years of experience, seeking a challenging role to leverage strong interpersonal skills and enhance customer satisfaction in a dynamic work environment.

Experience

Call Centre Agent Riyan International Foodstuffs | Shuwaikh

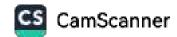
25-04-2022 To 25-02-2024

- Answer incoming customer calls promptly and professionally.
- Provide product information, pricing, and assist with order placement.
- Resolve customer inquiries, concerns, and complaints efficiently.
- Maintain accurate records of customer interactions and transactions.
- Collaborate with team members to ensure a seamless customer experience.

Customer Service Coordinator Radar Al Kuwait

30-09-2020 To 15-04-2022

- Respond to customer inquiries via phone, email, or chat promptly.
- Coordinate and track orders, ensuring timely delivery and resolving issues.
- Provide product information, troubleshoot problems, and offer solutions.
- Maintain accurate customer records and communicate updates internally.
- Collaborate with other departments to optimize the overall customer experience.
- Conduct customer satisfaction surveys and gather feedback to improve service quality.



Certification

- Certificate of Journalism from KUNA
- Certificate of Appreciation from Daily Qabas

Soft Skills

- Interpersonal & Communication Skills
- Organisation
- Time Management
- Creativity
- Presentation Skills
- Attention to Details
- Innovation

Languages Known

English
Arabic
Urdu
Hindi

Abdul Aziz Abdullah

CUSTOMER SERVICE COORDINATOR

Personal Details

• Name: Abdul Aziz Abdullah

Date of Birth: 10-12-1989Gender: Male

Nationality: PakistaniMarital Status: Single

• Visa Status: Article 18 Shoun /Ahli

Reference

Available upon request

Declaration:

I hereby declare that the above information furnished is true and accurate to the best of my knowledge and belief

Place: Kuwait Abdul Aziz Abdullah

