

Contact

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Top Skills

Team Leadership
Team Management
Project Planning

Certifications

Management info systems

samer sarhan

Sales Consultant at Knawat | We are hiring
Istanbul, Turkey

Summary

With many years of proven experience providing customer service and market research for several different companies, I am confident I will make an immediate contribution to your team. I have demonstrated the ability to effectively handle situations or inquiries while working within policy, procedures and standard processes. You will find I am detail oriented and able to analyze, prioritize and resolve client requests or issues quickly and effectively. I possess excellent communication skills both oral and written. I have remarkable interpersonal, organizational and time management skills. I am well versed in all the Microsoft Office suite applications. Furthermore, I learn new applications quickly and efficiently. I am able to support team goals along with finishing my assigned tasks which makes me a perfect fit for a multitasking environment such as yours.

This summary, as well as my resume, cannot adequately communicate my qualifications in-depth; I look forward to meeting with you to discuss why I would be an asset to your institution. I am available to schedule an interview at your earliest convenience by phone or email.

Experience

Knawat | We are hiring
Sales Consultant
August 2020 - Present (2 years 3 months)
Istanbul, Turkey

- Contacting leads and following up the customers' needs to achieve sales targets.

- Coordinate with other departments to enhance customers satisfaction
- Participating in the company's brain storming sessions and suggest new ideas.

Cognizant

Senior Process Executive

September 2019 - August 2020 (1 year)

Kuala Lumpur, Malaysia

- Accountable for the success and quality of the process
- Ensures that the process is followed correctly in Service Operations
- Approves management reporting and tool requirements
- Help improve the defined processes as more automated and gather information created.
- Working with customer internal tools
- Maintaining a high degree of confidentiality while meeting strict deadlines

Knawat

Technical customer support consultant

October 2018 - August 2019 (11 months)

Istanbul-Turkey

- # Answering all customer inquiries on Chat, Whats-app, phone calls and social media platforms
- # Welcoming new platform users and offer assistance
- # Providing technical support for web store owners for issues regarding their integrated stores with Knawat
- # Create and follow up tickets for the Platform developers in case of any platform issues and update the customers.
- # Prepare automated Marketing newsletters, campaigns using AgileCRM
- # Updating the website knowledge base and FAQs
- # Conducting webinars and video calling to our freelance marketers to introduce our platform and the steps to start a drop shipping business with Knawat

VipBrands

Call Center Supervisor

June 2017 - September 2018 (1 year 4 months)

Istanbul, Turkey

Main Duties:

Preparing daily, weekly and monthly employee performance and rewarding reports

Participating in new employees' recruitment, making interviews and new employee selection

Process.

Finding new call center systems and software to develop the call center environment and providing the required technical assistance and follow up.

Ensure that customers' questions and problems are resolved properly and quickly. Taking final decisions for the challenging customers and problems that are escalated by my team.

Talabat.com

Call Center Supervisor

June 2015 - July 2016 (1 year 2 months)

Dubai, United Arab Emirates

Main Duties:

Meet monthly key contact center performance goals for customer satisfaction, quality, productivity

and key performance metrics.

Monitor and evaluate agent monthly performance, including call/email and after- work monitoring

(using call recording and quality assurance applications), review productivity and attendance reports,

and coach staff members to improve performance.

Ensure that customers' questions and problems are resolved properly and quickly. Address

challenging customers and problems that require escalation outside of the department.

Report, analyze and resolve system, customer and operational issues that impact service

Etisalat

Senior customer service representative

November 2013 - February 2015 (1 year 4 months)

Ajman, United Arab Emirates

- Handling incoming calls from high-value (prestige)customers with professional way
- Following up customers' complaints with prestige back office.
- Promoting Etisalat offers & services to customers using up-selling /cross-selling skills to achieve

Department's KPI's

Zain Jordan

Customer care Team-head

November 2004 - October 2011 (7 years)

Amman Governorate, Jordan

Education

The Hashemite University

Bachelor's degree, Management Information Systems, General · (2002 - 2006)