



RADWAN OUTA

SENIOR CUSTOMER SUPPORT

📍 Lebanon, Beirut, Lebanon

☎ +961 3057033

✉ radwan.outa@gmail.com

ABOUT ME

A dedicated senior customer service expert with 10 years of experience monitoring customer service performance, conducting performance reviews and assisting management with training. Professional skills in communications and writing; strong interpersonal skills; and very good PC user skills. A pro-active and 'can do' attitude with excellent attention to detail and organizational skills. Committed to quality performance with an ability to learn new procedures quickly.

WEBSITES & SOCIAL LINKS

Linkedin:
<https://www.linkedin.com/in/radwan-outa-92a1a5110/?originalSu...>

LANGUAGES

ARABIC
ENGLISH
FRENCH

WORK EXPERIENCE

ANGHAMI

Beirut
Jan 2018 - Mar 2020

Senior Customer Support

- Answer customer's inquiries and complaints received through the app
- Troubleshoot User's technical & payment related issues and find immediate solutions
- Enhance user's experience and switch negative feedback into positive ones by fixing their problems and providing a top support experience
- Analyze statistics and compile accurate reports
- Organize the workflow of the team and lead the day-to-day tasks for a better service and balanced workload
- Communicate internally with technical & commercial teams to identify most recurrent issues and find core solutions
- Resolve customer complaints via phone, email, mail or social media
- Go the extra mile to engage customers
- Attempt to persuade customer to reconsider cancellation
- Conduct surveys from user issues to enhance FAQ's
- Translating FAQ's to Arabic for better localization

ANGHAMI

Beirut
Aug 2014 - Jan 2018

Content/Customer support

- Answer customer's inquiries and complaints received through the app
- Troubleshoot User's issue and find immediate solutions
- Cleansing and organizing the metadata of ingested catalog
- Creating mood and genre based playlists
- Identifying trending artists & songs in the local scene especially in GCC

YAZINO ONLINE GAMES

Beirut
Feb 2011 - May 2014

Customer Service

MALIK'S LEBANON

Feb 2009 - Feb 2011

Stationary, Customer Service

EDUCATION

LIU

Undergraduate

Discontinued BA Degree in MIS

AL MAKASSED

Beirut

High school diploma

SKILLS

EXPERT

REPORT WRITING

REVIEWING RECORDS

ORGANIZATION

CLIENT ENGAGEMENT

COORDINATING TRAINING

EXPERT

BILINGUAL IN [LANGUAGE]

CUSTOMER SATISFACTION

CUSTOMER NEEDS ASSESSMENT

HOBBIES

TECHNOLOGY AND MUSIC, MOVIES, SOCIAL MEDIA, AND SPORTS