

# Adnan Zahabi

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## Customer Experience Specialist

Seeking a deserving profile in the E-commerce sector, where I can deliver my expertise, utilizing my innovative customer experience skills, and maintaining the work ethics and integrity of the working environment, thereby advocating both the establishment and personal growth

## WORK EXPERIENCE

### Customer Experience Shift Leader

Toters

*Feb.'20 - Mar.'21*

Guide the team in effective client issues resolution and handle any escalations

Develop listening points in the customer journey, define segmentation of customer base and varying strategies, and identify opportunities for continuous improvement

Coordinate and align strategies with the other departments such as Production and Marketing to enhance the customer experience and increase brand awareness

Map the customer journey and identify opportunities to proactively intervene on the client's behalf based on their needs

### Reservations & Guest Relations

Sodeco Suites

*Sep.'18 - Jan.'20*

Responsible for implementation of policies and procedures, as well as recording Corporate, Travel agency, and online platform rates

Liaise with Sales Department, and Online Travel Agencies, in regards to occupancy, Rates and Reservation's Analysis.

Ensure clients are properly welcomed upon their arrival, followed by upscale guest service experiences throughout their stay

### Night Auditor

Bella Riva Suites

*Jan.'16 - Aug.'18*

Check in guests and handle their overnight requests, complaints and emergencies

Handle end-of-day bookkeeping, process invoices & log receipts, post checks to vendors, reconcile accounts and investigate to resolve out-of-balance accounts

Prepare for forecast and ensure all departmental end-of-day tasks are complete

## **News Editor**

Nidaa Radio Station

*Feb.'14 - Nov.'15*

Gather, analyze, investigate and verify content from various sources in alignment with targeted audience's preferences

Proofread, edit and translate stories or pieces

Line up and perform interviews, as well as cover newsworthy events on the radio

## **VOLUNTEER EXPERIENCE**

### **Animal Caretaker**

BETA-Lebanon

*May'15 - Oct.'18*

Focused on the needs of the animals, making sure they are fed, groomed, exercised, and supplied with medications when necessary

Co-trained the dogs of the facility as per each breed training guideline

Assisted with adoption process, making sure guardians are well educated on animal care

## **EDUCATION**

### **Online Marketing**

Vidya EDU-India

*Sep.'15 - Feb.'18*

Web Analytics & Search Engine Marketing

Search Engine Optimization (Yoast/Google Adword)

Email, Inbound & Social Media Marketing

## **SKILLS & LANGUAGES**

Communication & Problem-Solving

Quick to learn in, and adapt to, fast-paced environments

Software Literacy & Academic Competence

Arabic & English - Fluent (ILR 5) French & Sign - Proficient (ILR 2)

## **REFERENCES AVAILABLE UPON REQUEST**