

# malek kanaan

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## Summary

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Manager with 3 years of experience directing staff and maintaining a pleasant customer service environment while Effectively supervising day-to-day front-end operations of a busy customer service department.

## Experience

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### Jabado Company | beirut

#### Customer Service Manager | 12/2018 - Present

- Hired, trained, and mentored top customer service agents and front-end staff.
- Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.
- Created, edited, and altered customer service strategies and procedures in an Agile manner to best deliver a satisfying experience for all store customers.
- Increased the company's dividends by 25% after receiving the customer service sector.
- Implemented new management systems that reduced the company's waste by a considerable amount.
- Created a safe environment between the team and staff which collaborated in the rising of my workplace.
- Assisted store guests with all client concerns, including replacements, refunds, returns, and service warranties.
- Fulfilled and exceeded customer satisfaction goals in a consistent manner.
- Helped tutor new customer service associates after hiring and during seasonal upticks.

## Skills

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Computer skills, Customer service, Communication skills, Hospitality, Supervising experience, Analysis skills, Guest services, Computer skills

## Education

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### Lebanese American University | beirut

#### Computer Science | 02/2023

Best improvement award in the Model United Nations of public speaking.

Joined the varsity team in football and futsal.

working full time while studying and maintaining a 3 gpa.