

# MALEK JOEKHADAR

## CONTACT

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Tarik Jdide ,Beirut,Lebanon

## SKILLS

patience

listening

problem solving

Strong Communication

## EDUCATION

bac2 SV

Riad Alsolh school

2019-2022

Computer Science

Cnam University

2022---

HTML,CSS,JS,PHP,JAVA1,MySQL

## LANGUAGES

Arabic

French

English

## PROFILE

Seeking a challenging position in a reputable organization to expand and utilize my learning skills and knowledge .Process excellent communication skills and have an eye for detail .Flexible to work in any environment as required.

## WORK EXPERIENCE

### Call center agent

Zaatar w Zeit

2022-2023

### Customer Service agent + assistant in postal legalization

VFS global

2023

- Customer Relationship Management (CRM):  
Utilized CRM systems to track customer interactions, ensuring personalized and efficient service.  
Managed customer profiles and histories to enhance the overall customer experience.
- Active Listening:  
Demonstrated the ability to listen actively to customer concerns, ensuring a thorough understanding of their needs.  
Implemented feedback to improve service processes and overall customer satisfaction.
- Conflict Resolution:  
Developed strong conflict resolution skills to address customer concerns and de-escalate challenging situations.  
Implemented effective solutions to ensure customer retention.
- Team Collaboration:  
Collaborated with cross-functional teams to address complex customer issues and improve overall service delivery.  
Fostered a collaborative environment for sharing insights and best practices.
- Product Knowledge:  
Acquired in-depth knowledge of products or services, enabling accurate and comprehensive assistance to customers.  
Continuously updated product knowledge to provide up-to-date information to customers.
- Empathy and Patience:  
Demonstrated empathy and patience in handling customer inquiries, fostering positive relationships.  
Maintained a customer-centric approach even in challenging situations.