JAD MOETY

CUSTOMER SUPPORT COORDINATOR

CONTACT

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Beirut, Lebanon

SKILLS

- Communication and Interpersonal Skills
- Problem Solving and Decision Making
- Attention to Detail and Accuracy
- Adaptability and Flexibility
- Conflict Resolution
- Multitasking and Organization
- Teamwork and Collaboration
- Proficiency in Microsft Excel
- Customer Service Software
- Call Center Management
- Typing Speed - 100 words per minute
- Address Trading - Related Queries
- Trading Concepts

EDUCATION

High School

Joun High School

2014

LANGUAGES

English - Professional

Arabic - Native

French - Basics

PROFILE

Dedicated and results-driven professional with 7 years of experience in customer service, coordination, and technical support within the telecommunications industry. Proven ability to deliver exceptional customer service, resolve complex issues, and optimize processes to enhance overall customer satisfaction. Adept at handling customer inquiries via multiple channels and providing technical assistance with a strong focus on ensuring a positive customer experience.

WORK EXPERIENCE

Customer Support Coordinator

Terranet, Beirut, Lebanon   2017-2024

- Respond to customer inquiries via phone, email, and chat promptly and professionally.
- Offer precise details regarding products and services.
- Interact with customers professionally, courteously, and empathetically to enhance their overall experience.
- Recognize and resolve customer concerns, offering solutions, and escalating more intricate issues to higher-level support or relevant departments as needed.
- Check back with customers to confirm that their concerns have been addressed to their satisfaction.
- Record all customer communications, documenting the issues raised, solutions offered, and follow-up steps taken within the customer support system.
- Offer technical support to customers concerning server setups, diagnosing server-related issues, and resolving technical challenges.
- Gain a comprehensive knowledge of company products or services to effectively support customers and deliver precise information.
- Guarantee the successful setup and configuration of new websites on servers, which includes installing necessary software applications, implementing security protocols, and allocating resources as per customer requirements.
- Generate reports on customer support metrics, such as response time, resolution time, and customer satisfaction.
- Examine data to pinpoint patterns and opportunities for enhancement.
- Assist in training new customer support staff.
- Keep updated on product information and best practices in customer service.

Fiber Coordination with Ogero

Terranet, Beirut, Lebanon   2021-2024

- Assist in the planning and coordination of fiber optic network projects.
- Work closely with project managers to schedule tasks and track project progress.
- Collaborate with cross-functional teams, including technicians, engineers, and contractors, to ensure project goals are met.
- Maintain accurate records of projects.
- Coordinate the procurement and delivery of necessary materials.
- Monitor project timelines and provide regular updates to stakeholders. assist in troubleshooting and resolving project related issues as they arise.
- Support the documentation of project specifications and technical details.
- participate in project meetings and communicate project status to team members.

Coordination with Aramex

Terranet, Beirut, Lebanon   2022-2024

- Coordinated shipments and ensured timely and secure delivery of devices to customers.
- Generated reports on shipment metrics and analyzed data to identify areas for process improvement.