

ABDULHADI BAADARANI

76690473

DETAILS

76690473

abedba3darane@hotmail.com

SKILLS

Ability to Work Under Pressure

Leadership

Ability to Multitask

Effective Time Management

Ability to Work in a Team

Leadership and Teamwork

Communication Skills

Supportive

LANGUAGES

Arabic

English



PROFILE

Dynamic Customer Service Manager with over 9 years of experience in the hospitality and customer service sectors, demonstrating a proven ability to enhance team performance and elevate customer satisfaction. Worked on Brains, SQL, and zen-desk systems. Worked on Mtc-Touch platforms for sim changing, bills, pre to post paid profile change. Final year Computer and Communication Engineering student graduating in 2026.



EMPLOYMENT HISTORY

Customer Service Supervisor at Whish Money, Raouche

September 2024 — May 2025

- Served as a store supervisor, overseeing daily operations and ensuring smooth workflow, staff coordination, schedule, and customer satisfaction.
- Successfully attracted new clientele through exceptional service and a strong reputation for reliability and customer satisfaction.
- Trained and supervised a team of customer service representatives on SQL and Brains system.
- Developed and implemented customer service training for new employees so that it makes it easier to understand basics.

Senior Customer Service Representative at Whish Money, Raouche

January 2023 — August 2024

- Developed and maintained a knowledge base of customer service information to provide quick and accurate responses to customer inquiries.
- Trained junior staff on Mtc Touch system.(BSS and BSS-monitor).
- Trained and supervised junior staff on customer service protocols.
- Supported in different departments(Retail and sales).

Customer Service Representative at Whish Money, Raouche

January 2022 — December 2022

- Collaborated with other departments to ensure customer satisfaction
- Maintained customer records and created detailed reports for management
- Worked as after sales support online through zen-desk.

Junior Customer Service Representative at Whish Money, Raouche

January 2021 — December 2021

- Analyzed customer service data to identify and address customer service issues, resulting in improved customer experience
- Learned that time management was key for customer satisfaction.
- Learned how to use MTC-TOUCH platforms.



EDUCATION

Computer and Communication Engineer(CCE), Lebanese International University(LIU), Mar Elias

Present