



## Yasmine SeifEldin

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### Multilingual Customer Experience Specialist and Career Advisor

*Conflict Resolution | Client Retention | Quality Assurance Monitoring | Career Mapping | CV Strategy*

#### Summary

Dynamic Customer Care Specialist and Certified Career Advisor with over +3 years of experience delivering exceptional support, expertise in conflict resolution and active listening has consistently contributed to efficient complaint management with a proven ability to collaborate with cross-functional teams to address customer needs, well-versed in multiple support platforms.

Skilled in leveraging personality career assessments to guide individuals in discovering their strengths, aligning with meaningful career paths, and confidently navigating the job market. Proven track record in delivering tailored workshops on employability skills, and self-discovery to students.

#### Key Competencies

Client-Centered Communication | Conflict De-escalation | Customer Journey Optimization | Career Mapping & Road mapping | CV Writing & Personal Branding Strategy | Employability & Skills Assessment (RIASEC, MBTI) | Client Retention & Relationship Management | Job placement

#### Professional Experience

**Carem's SWAPP, Beirut, Lebanon**

**September 2023 – Present**

##### Senior Customer Care Specialist

- Reduced call waiting time by 10% utilizing efficient call handling and management techniques
- Trained and onboarded 5 new CS hires, integrating quality assurance standards into their workflows
- Collaborated with cross functional teams (product, engineering, marketing) to address customer complaints and suggestions on a regular basis.
- Conducted Regular call listening and reviewing non voice complaints to ensure that the desired satisfaction is achieved providing coaching remarks.



**Yasmine SeifEldin**

**CMA CGM Shipping Company, Beirut, Lebanon**  
**E-Commerce Agent**

**August 2022 – September 2023**

- Efficiently handled a high volume of complex customer logistics inquiries, including shipment quotations via Salesforce.
- Adhered to a rigorous E-Business process supporting five languages (English, French, Mandarin, Portuguese, Spanish), ensuring seamless global communication.
- Coordinated end-to-end documentation for international shipments, including Bill of Lading, Arrival Notices, Booking Confirmations, and Sea Waybills for new account registrations.

### **Professional Affiliations**

**EU JEEL Connector**

**2023 - Present**

**EU Neighbors South - *Voluntary engagement***

- Promote EU-funded opportunities, scholarships, and mobility programs to young people across Lebanon.
- Organize and deliver workshops on career advising, including CV writing, job market trends, and personal branding.
- Engage with youth networks and regional communities to ensure wider access to professional development tools and opportunities.

### **Education & Certifications**

**Certified Career Counselor and CV Strategist**

**June 2025**

**SMART Skills group accredited by the American Institute for Applied Education**

**Human Resources I in Educational Organizations Training**

**June 2024**

**Haigazian University**

**Bachelor of Arts in Educational Management**

**May 2022**

**Modern University of Business and Science, Beirut, Lebanon**

*Acted as a SDGs Ambassador for my university, promoted the UN Sustainable Development Goals (SDGs) through campus campaigns with a focus on SDG 4: Quality Education.*

### **Digital Skills**

**CRM Platforms: Salesforce, Freshsales, XBO System, Nova CRM**

**Ticketing & Case Management: Freshdesk, Salesforce Service Console**

**Customer Support Tools: Freshdesk, LiveChat, Zendesk**

**Slack, Microsoft Teams, Google Workspace.**