



ABOUT ME

Customer-focused and detail-oriented Customer Service Specialist with 6+ years of experience in delivering exceptional support in diverse industries. Strong communication and problem-solving skills coupled with a deep understanding of customer service principles. Eager to contribute my skills and commitment to excellence to a dynamic team in a customer-centric organization. I am also open to applying my skills and experience to new roles.

CONTACT

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LANGUAGES

- Arabic: Native
- English: Fluent
- French and Russian: Beginner

REFERENCES

Provided upon request

WALAA AL HAJJ HUSSEIN

Senior Customer Support Specialist

EDUCATION

Lebanese International University

October 2014 – August 2017

Bachelor of Economics

Graduated with a GPA of 3.86/4

WORK EXPERIENCE

Infocubed, L'Oréal Project - Customer Support (Hybrid)

April 2024 - Ongoing

A. Client Support:

- Helping agencies and L'Oréal users to understand and use Infocubed's product.
- Handling emails from agencies and L'Oréal users and resolving their issues in a timely manner.
- Presented in global online training sessions for 50+ attendees to facilitate the integration of new users.
- Logging all requests or anomalies in a ticketing system and ensure they are successfully resolved.
- Proactively identifying any problems that may arise and communicating with the technical team to find the best solution in the shortest possible time.
- Assist users with payment integration issues.

B. Functional Improvement and Testing

- Carried out necessary functional tests.
- Provided feedback on the design of new product versions.

InstaShop - Quality Assurance Associate (Hybrid)

October 2022 - September 2023

- Ensuring timely preparation and delivery of orders.
- Effectively managing customer's inquiries and concerns through chats and phone calls while meticulously recording data on the CRM system.
- Monitoring the store's operation and ensuring the delivery of high-quality service.
- Proactively identifying and reporting issues, recommending amendments to enhance overall user experience.

Achieved a 5/5 rating from Customers for two months in row due to my excellent communication and problem-solving skills.

Al-Majmoua NGO - Customer Care Assistant (Hybrid)

July 2019 - September 2022

- Proficiently managed customer's inquiries and complaints across multiple channels including phone calls, WhatsApp, and emails. Meticulously each interaction on the system.
- Regularly reported updates to upper management contributing to informed decision making and organizational strategy.
- Gathered valuable data by conducting surveys with clients, providing essential insights for continuous improvement and customer satisfaction.
- Actively engaged in Tele-sales initiatives to promote organization's new services.
- Recorded comprehensive minutes of department meetings.

SKILLS

Hard Skills:

- Microsoft Office (Excel, Word, PowerPoint)
- Dynamics 365, Azure
- Data Entry in both English and Arabic
- Familiar with SAP

Soft Skills:

- Excellent inter-personal and written skills in a multicultural context
- Problem Solving Skills
- Ability to work independently or as part of a team
- Leadership Skills
- Attentive to Details
- Ability to work under pressure
- Adaptability
- Time Management Skills
- Self-motivated
- Organizational Skills
- Ability to engage with the technical team to interpret users' problems