

BASSEM MOKHTAR EL■KHALIL

Customer Experience Specialist

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Education

MBA in Business Management – Lebanese International University (2018–2021)

Bachelor's Degree in Business Management – Arab Open University (2014–2017)

Lebanese Baccalaureate – Economics & Sociology (2014)

Professional Experience

Customer Experience Specialist – The Padelist (2024–2025)

- Managed customer relationships, bookings, memberships, and tournaments.
- Provided equipment guidance and promoted coaching services.
- Analyzed feedback to improve services and customer satisfaction.

Technical Support Agent – InDrive (2022–2023)

- Supported customers and drivers, handled complaints, and processed billing data.

Inbound Sales Representative – Citruss TV (2018–2019)

- Exceeded sales targets through upselling, cross■selling, and CRM usage.

Skills

Microsoft Office, SAP, CRM, Salesforce, Helpdesk Systems

Languages

Arabic (Native), English (Fluent)