

# Zahraa Hammoud

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## Professional Summary

Detail-oriented and reliable professional with experience in customer service operations, supervisions, and administrative coordination within fast-paced, regulated environments. Proven ability to manage high-volume inquiries, handle documentation accurately, resolve issues, and coordinate with internal teams to ensure timely and efficient service delivery.

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## Professional Experience

### McDonald's Call Center

*Supervisor — 2026*

*Agent — 2023 – 2024*

- Supervised daily call center operations and ensured service quality standards.
- Handled customer orders, inquiries, complaints, and follow-ups efficiently.
- Resolved escalated issues with professionalism and problem-solving skills.
- Coordinated with internal teams to ensure accurate order processing and timely resolution.
- Trained and supported team members, improving performance and customer satisfaction.
- Managed service requests with accurate data entry, documentation tracking, and timely follow-ups in a high-volume environment.
- Contributed to customer retention strategies and operational improvements.

### American University of Science and Technology (AUST)

*Administrative Support — 2022 – 2024*

- Managed records, forms, and student documentation with accuracy and confidentiality.
  - Assisted with daily administrative and operational tasks.
  - Coordinated between students, faculty members, and administrative departments.
  - Supported exam organization and monitored procedures to ensure compliance.
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## Education

### **American University of Science and Technology (AUST), Achrafieh**

*Bachelor of Radiologic Sciences — 2019 – 2024*

### **Charity High School, Mreijeh**

*Baccalaureate (ES) — Graduated 2019*

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## Languages

- **Arabic:** Fluent
  - **English:** Very Good
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## Skills

- Customer Service & Client Coordination
- Operations & Workflow Coordination
- Time Management
- Documentation & Data Accuracy
- Issue Resolution & Escalation Handling
- Email & Phone Communication
- Adaptability & Fast Learning