

Raafat Kaddoura

Customer Care Manager

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Nationality: Lebanese

Summary

A dedicated Customer Care Manager with 12+ years of experience in customer relations, team leadership, and operational excellence. Skilled in fostering long-term customer relationships, implementing effective service strategies, and driving customer satisfaction through continuous process improvement. Adept at training and mentoring teams to achieve high performance, resolving escalated issues, and ensuring compliance with organizational standards. Proven ability to analyze data, improve efficiency, and align customer service operations with business objectives. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Customer Care Manager– 2022 to Present

Allurion Technologies – Customer Care Department, UAE

- Lead the customer care team, ensuring customer satisfaction and addressing their needs effectively.
- Build and nurture long-term relationships with customers, ensuring loyalty and retention.
- Train, evaluate, and manage the performance of customer care representatives to achieve team goals.
- Set clear team objectives, monitor progress, and maintain a customer-centric culture.
- Handle escalated customer concerns and resolve complex issues promptly.
- Audit call records, provide constructive feedback, and implement process improvements.
- Ensure data accuracy within reporting systems and databases to support business decisions.

Call Center Manager– 2020 to 2022

Breakfast & Co, Zaatar w Zeit – Customer Relation Department, Beirut, Lebanon

- Recruited, trained, and led a team of call center representatives to provide exceptional customer support.
- Resolved escalated customer issues, including managing angry or dissatisfied clients.
- Conducted team meetings and coaching sessions to enhance performance and streamline processes.
- Monitored service levels, identified areas for improvement, and implemented corrective measures.
- Prepared detailed reports analyzing call center performance and customer satisfaction metrics.
- Authorized refunds or replacements to resolve service issues and ensure customer loyalty.

Customer Service Manager– 2019 to 2020

Breakfast & Co, Zaatar w Zeit – Customer Relation Department, Beirut, Lebanon

- Supervised daily operations of the customer service department to ensure seamless execution.
- Responded to customer issues and developed effective procedures, policies, and service standards.
- Defined customer satisfaction goals and worked with the team to achieve consistent results.
- Recruited, onboarded, and trained new customer service agents to uphold high service standards.
- Analyzed service metrics and prepared actionable reports to improve customer experience.

Team Leader– 2018 to 2019

Breakfast & Co, Zaatar w Zeit – Customer Relation Department, Beirut, Lebanon

- Responded to customer inquiries and complaints professionally and promptly.
- Provided detailed information about products and services to meet customer needs.
- Maintained accurate records of calls, inquiries, and resolutions in the CRM system.
- Utilized available resources to research and resolve customer concerns effectively.
- Ensured high service standards by adhering to call center protocols and processes.

Operator– 2016 to 2018

Breakfast & Co, Zaatar w Zeit – Customer Relation Department, Beirut, Lebanon

- Responded to customer inquiries and complaints professionally and promptly.
- Provided detailed information about products and services to meet customer needs.
- Maintained accurate records of calls, inquiries, and resolutions in the CRM system.
- Utilized available resources to research and resolve customer concerns effectively.
- Ensured high service standards by adhering to call center protocols and processes.

Event Planner Assistant – 2014 to 2016

Oui Concept – Luxury Wedding & Event Planner, Beirut, Lebanon

Visual Merchandiser – 2012 to 2014

Bestseller – Vero Moda, Beirut, Lebanon

Education

Bachelor's Degree in Marketing – 2017

Lebanese International University, Lebanon

Skills & Expertise

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| • Leadership & Team Management | • Data Analysis |
| • Communication & Negotiations | • Operational Efficiency and Process Improvement |
| • Problem Solving | • Time Management |
| • Strategic Planning | • Decision Making |
| • Adaptability | • Microsoft Office |
| • Customer Service | • Emotional Intelligence |
| • Planning & Organization | • Market Research |
| • Service Process Development and Implementation | • Presentation Skills |
| • Performance Management and Feedback | • Squirrel office, Avaya & CRM |
| • Staff Training and Development | • Adobe Premier & Adobe Photoshop |

Languages

Arabic: Native | **English:** Fluent | **French:** Intermediate