

# Christabelle Hakim

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## Profile

Dedicated and solution-oriented Customer Service Representative with experience in handling customer inquiries, managing CRM systems, and providing exceptional support across multiple platforms. Skilled in troubleshooting, communication, and maintaining customer satisfaction in fast-paced environments. Strong technical knowledge of order management systems and a proven ability to multitask effectively.

## Core Competencies

- Effective Written and Verbal Communication
- Customer Centric Mentality
- Cross-Functional Collaboration
- Integrity and Self-Motivation
- Multi-Tasking and Time Management
- Conflict Resolution and Active Listening
- Training and Quality Control
- Project Leadership
- Proactive and Trouble Shooting
- Process Improvement

## Technical Skills

- E-Commerce
- Customer Service
- Handling Customer Complaints
- Software Proficiency (Zendesk, Shopify, SAP, and E-Commerce Platforms)
- Other Tools (JIRA, Trello, Internal Return Order System)
- Data Analysis and Reporting
- Passion for Photography and video editing
- Interior Design

## Career Summary – Key Highlights

### **CUSTOMER SERVICE REPRESENTATIVE | CAPELLI SPORT, LEBANON | MARCH. 2023 – PRESENT**

- Train and support new joiners to ensure smooth onboarding and consistent service quality.
- Provide prompt and effective assistance to customers, resolving inquiries and problems quickly.
- Manage and complete tasks assigned by supervisors with accuracy and efficiency.
- Handle customer communications via email and process orders accurately.
- Ensure customer satisfaction by actively listening and addressing concerns to create a positive experience.
- Maintain a happy and friendly environment with colleagues to foster teamwork and collaboration.
- Maintain a professional and friendly demeanor to promote customer loyalty and trust.
- Demonstrated excellent multitasking, organization, and problem-solving in a fast-paced environment.
- Collaborated with internal teams (sales, logistics, warehouse) to ensure timely issue resolution.

## Education

BACHELOR'S DEGREE | INTERIOR DESIGN | LCU – LEBANESE CANADIAN UNIVERSITY

## Nationality | Passport | Lebanese

## Detailed Achievements

### CUSTOMER SERVICE REPRESENTATIVE | CAPELLI SPORT, FACT UNIVERSAL, LEBANON | *PRESENT*

- Responded to high volumes of customer inquiries via email with professionalism and efficiency.
- Identified customer needs and provided tailored solutions, improving satisfaction and retention.
- Built and maintained strong relationships through clear communication and proactive follow-up.
- Liaised with Customer Service Supervisors to resolve complex tickets and ensure customer satisfaction.
- Attended to support tickets in line with communication procedures, guidelines, and policies.
- Addressed customer complaints, working closely with Fulfillment Center (FC) to ensure timely resolutions.
- Processed exchanges, tracked shipments, and issued UPS return labels.
- Assisted customers with modifications to item size, color, or quantity on BigCommerce (BC) and SAP.
- Created new Return Orders (RO) for bulk orders without a standard order number.
- Handled cancellation and refunds of team orders via BigCommerce.
- Requested Estimated Time of Arrival (ETA) for delayed orders and advised customers accordingly.
- Created Free-of-Charge Loaner Kit orders and Scholarship Orders for clubs and eligible recipients.
- Utilized Zendesk, BigCommerce, Shopify, and SAP to manage tickets, orders, and customer accounts.
- Executed Zero Pick cases for legacy SAP orders as directed by accounting.
- Verified data sources contributing to the ACP Report for accuracy and currency.
- Coordinated with internal departments (Sales, Logistics, Warehouse, Fulfillment Center) to resolve issues efficiently.
- Escalated mapping issues to the Web Team for resolution.
- Notified relevant departments to create Return Orders for Amazon-related tickets.
- Informed Fulfillment Center of order changes and alternate product options for customers.
- Requested replenishment for out-of-stock items to advise customers accordingly.
- Consolidated and updated shared documentation for failed mass refund projects with Supervisors and the Accounting Team.
- Recharged sales tax on customer orders as required.
- Cancelled OBD (Outbound Delivery), coordinated creation of new OBD and wave, and shared updates with Fulfillment Support.
- Efficiently diagnose customer issues and offer appropriate solutions, improving resolution time and satisfaction.
- Proven ability to manage high ticket volumes while ensuring accuracy and adherence to SLA.
- Liaise with warehouse, logistics, web, and accounting teams to ensure seamless service and order fulfillment.

- Identified gaps in workflows (e.g., mapping errors, return processes) and escalated for resolution, improving team efficiency.
- Verified data accuracy in reports and coordinated with accounting on refunds, tax recharges, and order discrepancies.
- Expertise in navigating complex platforms (SAP, BC, Shopify) to execute returns, modifications, and special orders.