Nourhan Al Koush

Online Operations Lead & Customer Support

+961 79 154504 nourhanalkousho16@gmail.com Beirut, Lebanon

Summary

- Dedicated Customer Support Specialist with expertise in utilizing multiple software platforms to deliver efficient solutions and enhance customer experiences. Proven ability to manage high volumes of inquiries via live chat, email, and phone, ensuring timely resolution and client satisfaction in fast-paced environments.
- Proficient operations lead with a strong foundation in online customer service and order fulfilment. Demonstrated ability to manage and resolve customer issues swiftly, achieving a 25% increase in positive feedback ratings. Actively collaborates with logistics and production teams to ensure product availability and timely delivery, reducing lead times significantly. Focused on driving continuous improvement initiatives that enhance customer experience and operational productivity.

Skills

- Order Processing — Expert
- Data Entry — Expert
- Order Fulfilment — Expert
- Customer Service — Expert
- Online Operations — Expert
- CRM & Support Tools — Expert
- Marketing / Social Media — Proficient

Experience

Online Operations Lead & Customer Support
May 2025 - Mar 2026

Caprice d'Orient

Receive and process customer orders through various channels such as phone, email, or online platforms. Verify order accuracy, ensuring all required information is captured, including product details, quantities, pricing, discounts, and shipping information. Communicate with customers to resolve any order discrepancies, address inquiries, and provide order updates throughout the process. Collaborate with internal teams, including sales, production, and logistics, to ensure smooth order fulfilment and timely delivery. Maintain accurate and up-to-date records of customer interactions, order details, and any special requirements or instructions. Coordinate with vendors and suppliers to ensure the availability of products, resolve delivery issues, and provide accurate lead times to customers. Process returns, exchanges, and cancellations promptly, ensuring all necessary documentation and approvals are obtained. Assist in managing inventory levels by monitoring product availability, coordinating with the warehouse team, and making appropriate adjustments in the system. Continuously strive to improve customer satisfaction by identifying areas for improvement in the order process and proposing solutions. Stay up-to-date with product knowledge, pricing, promotions, and company policies to provide accurate information to customers and address inquiries effectively.

Executive Secretary & Administrative Assistant
Jun 2024 - Dec 2024

Arab Inter-Parliamentary Union

Reviewed and prioritized incoming memos, submissions, and reports. Managed filing and retrieval of corporate documents and correspondence. Prepared agendas and coordinated logistics for executive/committee meetings. Arranged travel and supported executive presentations and reporting.

Customer Service Specialist
Feb 2023 - May 2024

InDrive

Resolved customer problems by clarifying complaints, identifying root causes, selecting appropriate solutions, and following up to ensure full resolution. Conducted outgoing calls to follow up on reported issues and confirm corrective actions. Responded to customer requests via live chat and email while maintaining service quality standards. Monitored reviews and comments through Podval, providing drivers and passengers with suitable solutions when available. Escalated unresolved or technical issues to the technical team and ensured proper follow-up. Accurately documented cases, actions taken, and resolutions in the system. Worked with multiple software platforms including Podval, Cherdak, App Follow, and Salesforce.

Graphic Designer & Social Media Specialist / Account Manager
Oct 2020 - Mar 2021

Media Solutions

Designed marketing materials for social media platforms. Managed client accounts and daily marketing plans; coordinated with designers.

Adobe Photoshop
Proficient

Adobe Illustrator
Proficient

Microsoft Office & Google Sheet
Proficient

Languages

Arabic
Native

English
Fluent

Certifications

Customer Service Representative Certification (CSRC)

Interests

Photography, Volunteering, Reading

Customer Care & Sales Agent

Aug 2018 - Sep 2020

Citruss TV

Part of a 15-member inbound sales team across three departments, handling high-volume customer interactions. Managed inbound calls related to customer complaints, inquiries, and order placement. Achieved sales targets and conversion rates through effective upselling and cross-selling techniques, consistently ranking as a top performer. Placed, updated, and monitored customer orders while ensuring timely follow-up and customer satisfaction. Proactively handled order retention by convincing customers to prevent cancellations. Escalated customer issues and special requests to the relevant departments and followed up to ensure resolution. Strengthened customer loyalty by delivering high-quality service and improving overall satisfaction. Worked with multiple systems and tools including SAP, C Core, C Tool, and Magento for order processing and customer management.

Education

Marketing - BA

Arab Open University

2019

Graphic Design - BT3

Abdulhadi Al Debes College

2016 - 2018