

Results-driven Customer Success professional with experience in client relationship management, business growth, and solution selling. Proven ability to understand customer needs, drive product adoption, identify upselling opportunities, and support the full customer lifecycle from onboarding to long-term success. Skilled at collaborating with business and technical teams to deliver tailored solutions, strengthen customer relationships, and contribute to revenue growth and customer satisfaction.

WORK EXPERIENCE

● **Customer Success Executive — Apliman Technology, Dubai, UAE (Remotely)**

Since Oct. 2024

- Manage and grow a portfolio of client accounts, serving as the primary point of contact for both business and technical matters while fostering long-term relationships.
- Identify and pursue upselling and cross-selling opportunities by understanding customer needs and recommending value-driven solutions.
- Drive product adoption and customer engagement through proactive follow-ups, strategic guidance, and continuous support, contributing to customer retention and satisfaction.
- Partner with sales, product, and technical teams to deliver tailored solutions that align with customer objectives and business requirements.
- Analyze customer usage data and performance trends to provide actionable insights, optimize engagement, and identify business growth opportunities.
- Lead customer onboarding and ensure continuous value delivery by guiding clients through implementation, adoption, and ongoing success initiatives.
- Conduct regular business reviews and follow-up meetings to strengthen customer relationships and ensure alignment with evolving business needs.
- Coordinate with internal stakeholders to resolve customer challenges efficiently and maintain a high level of service quality and responsiveness.

● **VAS And Journey Builder Developer — Apliman technology, Dubai, UAE (Remotely)**

From Oct. 2022 to Oct. 2024

As a VAS Engineer, I supported the development of digital services through technical integration, testing, and collaboration. I worked closely with teams to build customer journeys, ensure service quality, and enhance user experience.

- Built customer journeys using a visual chatbot tool to improve user engagement.
- Developed and integrated value-added services using APIs aligned with client needs.
- Managed and maintained databases to support service functionality.
- Created basic web pages for internal tools and service interfaces.
- Produced reports analyzing chatbot usage to guide improvements.
- Led UAT with clients and IAT internally to ensure quality and functionality.
- Researched and tested APIs for smooth integration and expanded features.
- Worked with developers, QA, and product teams to launch new services.
- Performed functional, regression, and performance testing.
- Solved technical issues quickly to maintain system stability.
- Provided IT support and streamlined processes to boost efficiency.
- Improved systems through performance analysis and tech adoption.

EDUCATION

- **Bachelor in Management Information System** — Arts, Sciences & Technology University , Dekwaneh
Since Mar. 2024
- **BT3 Programming** — Technical School of Tourism and Commercial Sciences, dekwaneh
From Dec. 2019 to Aug. 2022
Secured third position in the official exams.

LANGUAGES

Arabic

English

French

SKILLS

Sales & Customer Success Customer Relationship Management, Customer Retention, Upselling & Cross-Selling, Client Onboarding, Solution Selling

Pre-Sales & Communication UAT & Client Demos, Requirements Gathering, Product Demonstration, Stakeholder Communication, Presentation & Negotiation Skills

Data Analysis & Reporting Customer Data Interpretation, Microsoft Excel (Pivot Tables, Reporting, Dashboards), Microsoft Office Suite (Word, PowerPoint)

Technical & SaaS API Integration, System Integration, SaaS Operations, Software Development, Testing & Debugging, Bug Tracking & Troubleshooting, Database Management (MySQL)

Web & Programming HTML, CSS, JavaScript, PHP, Flutter, Java Spring Boot, Python, Java

DevOps & Containers Docker, Podman