



Mashhadeye Mokdad

Customer Support Specialist

✉ mashadiemokdad@gmail.com 📞 +961 78811474 📍 Beirut, Lebanon

Education

Undergraduate Advertising	2019 - Present
Lebanese International University	
Freshman Arts	2017 - 2019
American University of Science & Technology	
High School Diploma	2017
Eastwood College, Kfarshima	

Employment

Customer Support Specialist	May 2022 - Present
Preply, US	
<ul style="list-style-type: none">-Respond to user inquiry through emails and online chat-Maintain a satisfactory relationship with users and ensure a smooth platform experience-Provide problem-solving solutions based on company values and policies-Maintain chat SLAs-Maintain or exceed OKRs	
Sales & Customer Success Specialist	Feb 2021 - May 2022
BASMA.com, Gemmayze	
<ul style="list-style-type: none">-Track all sales activities in company CRM system and keep track by updating account information regularly-Communicate customer and prospect product pain points to appropriate departments-Maintain a well-developed pipeline of prospects-Develop strong, ongoing relationships with prospects and customers-Meet or exceed quotas-Maintain satisfactory relationships with clients	
Logistics	Feb 2021 - May 2022
BASMA.com, Gemmayze	
<ul style="list-style-type: none">-Track and create international shipments-Coordinate with other delivery companies to ensure a smooth shipment process-Schedule pickup for clients	
Customer Service Representative	Jul 2019 - Feb 2021
Nymgo SAL, Bechara el Khoury	

Personal details

Date of birth
March 4, 1999
Place of birth
Porlamar, Venezuela
Nationality
Lebanese
LinkedIn
linkedin.com/in/mashhadeye-m-264400a8

Skills

Time management
Multi-tasker
Objective
Communication & reporting
Leadership
Adaptability
Problem-solving

Languages

English
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Arabic
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Spanish
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French
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- Maintain a positive and professional attitude towards customers at all times
- Responding promptly to customer inquiries
- Solve customer complaints
- Keeping records of customer interaction, transactions, feedback and complaints
- Ensure customer satisfaction and provide customer support

Hostess

Sep 2018 – Jun 2019

Deek Duke, Hamra

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked
- Cross-sell products and introduce new ones
- Maintain a tidy dining area and collect bill payments -Report any problems