



Mohamad Amin Khalil

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Summary

Over 4 years of customer service experience with proficiency in administrative tasks and office management. Skilled in handling customer interactions across various channels, resolving inquiries, and ensuring satisfaction.

Personal Information

- Date of birth: 03/01/1995.
- Nationality: Arabic, Syrian.
- marital status: Single.

Key Hard Skills

- Customer Service.
- Transaction Processing.
- Data Entry and Management.
- Office Management.
- Multichannel Communication.
- Microsoft Office.
- Database Management.
- Problem Resolution.

EXPERIENCE

Online Customer Service

(02/2021-06/2023)

Ajeeb Ghareeb, Saudi Arabia

- Entered data accurately and efficiently into designated systems, ensuring completeness and accuracy.
- Following up with clients via Facebook and answering requests.
- Processed customer orders, returns, and exchanges in compliance with company policies.
- Tracking shipment and contact with customers to receive the order.
- Provide detailed product information, assist with order processing, and offer technical support.
- Resolve customer complaints and issues in a timely and satisfactory manner.
- Received positive feedback from customers, contributing to increased satisfaction and loyalty.

Office Assistant

(03/2018-04/2020)

Al Haram Company Aleppo, Syria

- Prepare and review shipping documentation including bills of loading and manifest.
- Maintained and organized office files and documents, ensuring easy accessibility and confidentiality.
- Preparing receipts for customers and Categorize receipts according to destination.
- Handled incoming and outgoing shipments, including sorting, distributing, and organizing documents and calling customers for receiving shipment.
- Answer and route phone calls, and respond to customer inquiries.
- Verified and reviewed data for errors, making necessary corrections.

EDUCATION & CERTIFICATION

- **Master's Degree in Applied Chemistry**, Aleppo University, Syria (2020 - 2023)
- **Bachelor's Degree in Chemistry**, Aleppo University, Syria (2012 - 2017)
- **Customer Service Fundamentals** (Coursera - Knowledge Accelerators)
- **Excel Skills for Business: Essentials** (Coursera - Macquarie University)

LANGUAGE

- **Arabic**: mother language.
- **English**: fluent

Key Soft Skills

- Communication, Analytical and Interpersonal Skills.
- Problem Solving.
- Flexibility.
- Leadership Skills.
- Teamwork.
- Learn Quickly.