



# Ali Makhoul

## Customer Service

Customer service professional with a demonstrated commitment to providing incredible service for the past 6 years. Strong communication skills that allow me to listen to a customer's problem and suggest acceptable solutions. Quick and thorough decision maker with the ability to resolve customer concerns while keeping everyone satisfied.

✉ makhoulfa4@gmail.com

☎ +971-56-174-9695

📍 Dubai, UAE

## WORK EXPERIENCE

### Cashier

#### Haram Internal Transfer

06/2021 - 09/2023

##### Achievements/Tasks

- Processed an average of 150 internal money transfers per day with 99.5% accuracy.
- Assisted customers in resolving inquiries related to internal money transfers.
- Utilized internal money transfer systems and technologies proficiently.
- Exceeded performance metrics and KPIs consistently, achieving a 5% improvement in overall team efficiency.

### Call Center Representative

#### Syriatel Mobile Telecom

04/2018 - 05/2021

##### Achievements/Tasks

- Handled an average of 80 inbound and outbound calls per day, assisting customers with inquiries, technical support and billing issues related to telecom services.
- Achieved a consistent customer satisfaction through efficient troubleshooting and resolution of customer complaints or concerns.
- Exceeded key performance indicators (KPIs) by achieving an average handling time (AHT) of under 2.5 minutes.
- Maintained shift flexibility, being available for evenings, weekends, and holiday shifts to ensure 24/7 customer support coverage.

### Cashier

#### K-Mart Orange Mall

02/2017 - 03/2018

##### Achievements/Tasks

- Processed an average of 100 customer transactions per shift using cash registers and POS systems with a high level of accuracy.
- Provided exceptional customer service by greeting, assisting with purchases, and addressing inquiries.
- Demonstrated a strong understanding of supermarket products and services, assisting customers in locating items.
- Managed time efficiently to minimize customer wait times and consistently met or exceeded assigned work schedules.

## EDUCATION

### Bachelor's of Accounting

#### Tishreen University

05/2022

Latakia, Syria

## SKILLS

Leadership

Multitasking

Account management

Client Relationships

Attention to Detail

Accurate data input

Problem-Solving

Conflict Resolution

Microsoft Office: Proficient user of Word, Excel and PowerPoint

Basic accounting principles

Adaptability

Policy and Procedure Adherence

CRM & ERP Software

POS System Operations

Skill

## LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

## INTERESTS

Football

Chess

Swim