



Abdul Aziz Abdullah

CUSTOMER SERVICE COORDINATOR

Contact

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Kuwait City, Kuwait

Education

- **Bachelor of Mass Communication**
Kuwait University
2019-2022
- **Higher Secondary School Certificate**
Abdul Rahman Al-Sumait Institute
2018

Expertise

- ✓ Microsoft Office-Word & Excel
- ✓ Proofreading in English & Arabicb
- ✓ Social Media Account Management
- ✓ Content Creation
- ✓ Reading & Researching

About Me

Dedicated customer service professional with 4+ years of experience, seeking a challenging role to leverage strong interpersonal skills and enhance customer satisfaction in a dynamic work environment.

Experience

Call Centre Agent

Riyan International Foodstuffs | Shuwaikh

25-04-2022 To 25-02-2024

- Answer incoming customer calls promptly and professionally.
- Provide product information, pricing, and assist with order placement.
- Resolve customer inquiries, concerns, and complaints efficiently.
- Maintain accurate records of customer interactions and transactions.
- Collaborate with team members to ensure a seamless customer experience.

Customer Service Coordinator

Radar Al Kuwait

30-09-2020 To 15-04-2022

- Respond to customer inquiries via phone, email, or chat promptly.
- Coordinate and track orders, ensuring timely delivery and resolving issues.
- Provide product information, troubleshoot problems, and offer solutions.
- Maintain accurate customer records and communicate updates internally.
- Collaborate with other departments to optimize the overall customer experience.
- Conduct customer satisfaction surveys and gather feedback to improve service quality.

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Certification

- Certificate of Journalism from KUNA
- Certificate of Appreciation from Daily Qabas

Soft Skills

- Interpersonal & Communication Skills
- Organisation
- Time Management
- Creativity
- Presentation Skills
- Attention to Details
- Innovation

Languages Known

English	<div style="width: 80%;"></div>
Arabic	<div style="width: 90%;"></div>
Urdu	<div style="width: 70%;"></div>
Hindi	<div style="width: 60%;"></div>

Personal Details

- **Name:** Abdul Aziz Abdullah
- **Date of Birth:** 10-12-1989
- **Gender:** Male
- **Nationality:** Pakistani
- **Marital Status:** Single
- **Visa Status:** Article 18 Shoun /Ahli

Reference

Available upon request

Declaration:

I hereby declare that the above information furnished is true and accurate to the best of my knowledge and belief

Place: Kuwait

Abdul Aziz Abdullah