



ABDULLA ALKHODARI

Customer Support Professional

Results-driven Customer Support professional with extensive experience in call center operations and multichannel customer service. Bilingual expertise in handling high-volume inquiries while maintaining exceptional service quality. Proven track record in remote work environments with strong self-management skills.

Professional Experience

Call Center Agent | Gulf Insurance Group

July 2022 - Present

- ▶ Process 100+ daily inbound calls, delivering prompt resolution to customer inquiries
- ▶ Maintain detailed customer interaction records in CRM system, ensuring 100% documentation accuracy
- ▶ Conduct proactive follow-up calls to ensure customer satisfaction and case closure
- ▶ Demonstrate flexibility through rotating shift schedules while maintaining consistent performance

Customer Support Specialist | Extreme Sports

2021 - 2022

- ▶ Managed omnichannel customer communications via Zendesk (phone, email, WhatsApp, Instagram)
- ▶ Created and curated engaging social media content, increasing brand engagement
- ▶ Developed and maintained comprehensive customer service protocols

Customer Support & Verification Agent | Yallabit Cryptocurrency Exchange

2019 - 2021

- ▶ Processed customer inquiries across multiple channels through Zendesk platform
- ▶ Conducted thorough user verifications, ensuring compliance with platform security policies
- ▶ Maintained high accuracy in verification decisions while meeting time-sensitive deadlines

Customer Service & Sales Representative | Aqua-Tots Swim School

2018 - 2019

- ▶ Managed class scheduling system, ensuring optimal resource allocation
- ▶ Conducted sales conversations through inbound/outbound calls

Contact



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Core Skills

- Bilingual (Arabic/English)
- Customer Service Excellence
- Problem Resolution
- CRM Systems
- Zendesk Expert
- Social Media Management

- Achieved consistent sales targets through effective front-desk operations

Education

Lebanese American University (LAU), Lebanon

Information Technology Major (Undergraduate)

Brummana High School, Lebanon

High School Diploma