

Customer Support Representative & Sales Coordinator

A 3-year track record of driving customer satisfaction, streamlining operations, and building lasting client relationships across the UAE market.

SEP 2022 – DEC 2025

UNITED ARAB EMIRATES



Role Overview

Where Customer Experience Meets Sales Execution



Over 3+ years in the UAE, this role bridged the gap between front-line customer service and back-end sales coordination — managing high inquiry volumes, ensuring order accuracy, and acting as the central link between customers and cross-functional teams.

Customer Satisfaction at the Core

High-Volume Inquiry Handling

Promptly resolved large volumes of customer inquiries, delivering accurate product and order information to ensure a seamless experience every time.

Complaint Resolution & After-Sales Support

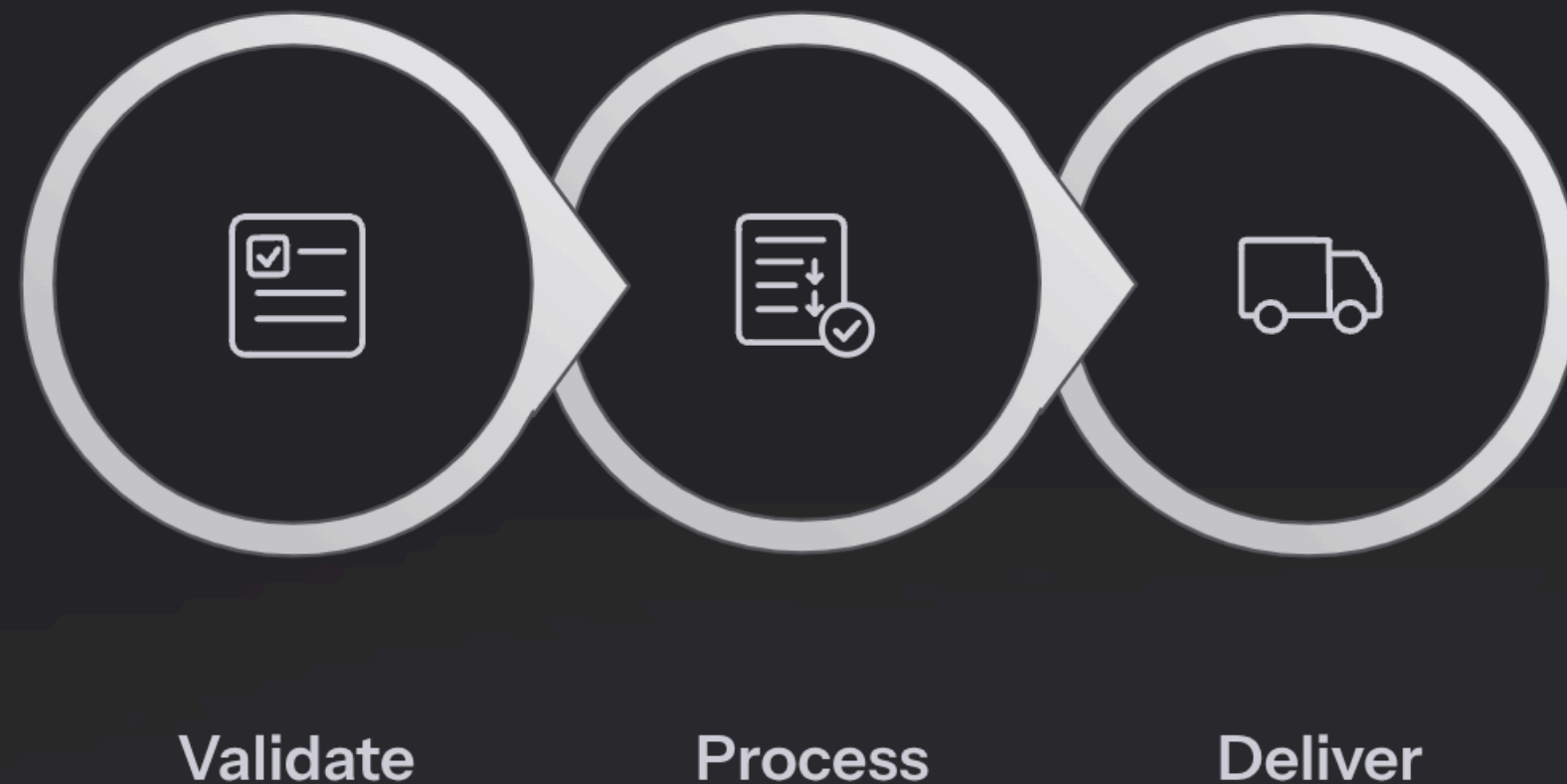
Addressed customer complaints with empathy and efficiency, providing after-sales care that improved trust and overall service quality.

Personalized, Proactive Communication

Built strong client relationships through tailored support and consistent follow-through, driving repeat business and long-term



100% Order Accuracy – Every Time



Pricing & Discount Validation

Every order verified for pricing accuracy before processing.

Error Reduction

Accurate data entry eliminated processing delays and order discrepancies.

On-Time Delivery

Revised schedules communicated proactively to customers and logistics teams.

A disciplined, end-to-end approach to order management minimized errors and supported consistent revenue growth.

Cross-Functional Collaboration

The Connective Tissue Across Every Team



Sales

Aligned on order pipelines, pricing approvals, and customer opportunity handoffs.



Finance

Supported reporting needs with organized financial and non-financial data sets.



Marketing

Collaborated on product positioning and customer engagement strategies.



Operations

Coordinated delivery schedules and resolved fulfillment issues across logistics teams.

Reporting & Insights

Data That Drives Decisions

Delivered structured, insightful reports by organizing both financial and non-financial data — enabling management and finance teams to monitor performance trends, identify gaps, and make informed strategic decisions with confidence.



KPI Performance

Consistently Meeting — and Exceeding — Targets

100%

Order Accuracy

Zero tolerance for processing errors

3.3yr

Tenure

Sustained performance over time

↑SLA

Service Levels

Inbound call targets consistently met

Consistently met or exceeded customer service KPIs including call handling time, first-contact resolution, and satisfaction scores — contributing measurably to overall team performance and revenue growth.

✔ Recognized for maintaining high-quality customer interactions even during peak demand periods.

Sales Support

Identifying Needs, Creating Opportunities



Beyond reactive support, this role played an active part in revenue generation by recognizing customer needs and recommending the most suitable products and services — turning service interactions into sales opportunities.

- Identified upsell and cross-sell opportunities during customer interactions
- Collaborated with marketing teams to refine product positioning
- Improved customer engagement through tailored product recommendations

Communication & Transparency

Keeping Every Stakeholder Informed

1

Proactive Delay Communication

Unforeseen delivery issues flagged early to minimize disruption and manage client expectations.

2

Internal Coordination

Revised schedules aligned across logistics, sales, and operations without gaps in handoff.

3

Client Transparency

Clear, timely updates maintained trust and reinforced the company's commitment to reliability.



Key Takeaways

Customer-First Mindset

Resolved high-volume inquiries with accuracy, empathy, and speed — consistently earning client trust.

Operational Excellence

End-to-end order management with 100% accuracy, reduced errors, and on-time delivery outcomes.

Collaborative Impact

Cross-functional contributor spanning Sales, Finance, Ops, and Marketing — aligned around shared goals.