

# WASEEM ABDALLA

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## Professional Summary

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options. Experienced Customer Service Representative with 6 years of experience working in busy, fast-paced call center. Committed to providing prompt, quick and accurate service to large volume of incoming calls. Polite and professional successful in applying strong communication and problem resolution skills to each customer issue. Solid history of surpassing productivity and quality targets in high-volume settings. Skillful in building long-lasting, loyal customer relationships. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

## Skills

- I speak two languages Arabic and English.
- I learn fast
- Really good with technology
- Community Involvement
- Injury Prevention
- Account Updating
- Consultative Sales
- Report Generation
- Product Knowledge
- Guest Services
- Payment Collection
- Customer Service

## Work History

<b>Youth Soccer Coach</b>	01/2023 to 11/2023
<b>Northland Fc</b> – Richmond, VA	
<ul style="list-style-type: none"><li>• Enhanced player performance by implementing tailored training programs focused on individual skills and techniques.</li><li>• Boosted team morale and unity through regular team-building activities and collaborative goal-setting sessions.</li><li>• Developed strong communication channels with parents, providing regular updates on player progress and addressing concerns promptly.</li><li>• Promoted good sportsmanship and fostered a positive team environment by modeling respectful behavior both on and off the field.</li></ul>	

**Customer Service Representative**

01/2021 to 01/2022

**Maximus Call Center – Richmond, VA**

- Answered phone calls about healthcare
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Streamlined call center processes for improved efficiency and reduced wait times.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Assisted customers in navigating company website and placing online orders, improving overall user experience.
- Collaborated with team members to develop best practices for consistent customer service delivery.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.

**Associate**

01/2020 to 01/2021

**Amazon warehouse – Richmond Va**

- Picking up printed labeled boxes and putting them in the right lane.
- Enhanced team productivity by streamlining communication and implementing efficient project management tools.
- Developed strong client relationships through timely and thorough follow-up on inquiries and concerns.
- Optimized departmental processes with the implementation of innovative strategies, resulting in improved efficiency and reduced costs.
- Increased customer satisfaction by resolving complex issues and providing exceptional service at all times.

**Customer service/cashier**

09/2018 to 08/2019

**Great steak**

- Communicating with people
  - Helped assist people with their problems
  - Worked with money
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**CUSTOMER SERVICE**

06/2017 to 09/2018

**WALMART**

- Communicating with people
- Helped assist people with their problems

**CASHIER**

05/2017 to 11/2017

**JCPENNY**

- Worked with money
- Communicating with people.

**Education**

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**Bachelor:** Cyber security engineer

Expected in 12/2024

**Old Dominion University**

**Associates degree:** Computer science

01/2021

**Richard Bland College**

**HIGH SCHOOL DIPLOMA**

01/2019

**DOUGLAS FREEMAN HIGH SCHOOL**

**Languages**

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**Arabic**

Native or Bilingual