

MAJED ALKAE



 00905385885033

 majedalqie600@gmail.com

 Istanbul-Turkey

PROFILE

a motivated QA and customer service manager with a long experience in the field is ready to join your team with passion.

SKILLS

- High ability to solve problems.
- Opened to many cultures in the world.
- Adaptive and capable to grow.
- Leading a team is an experience.
- Can efficiently use the languages to communicate with different background people.
- Organized
- Loyal and eye for detail,
- Offering exceptional service for the clients based on their needs,
- Providing a pro-active customer service.

EXPERIENCE

CUSTOMER SERVICE

- Provided excellent customer service at all times
- Assisted customers with finding suitable products and checked availability in ERP System
- Maintained a friendly manner and calm, positive demeanour when handling complaints
- Took inbound calls, dealt with questions efficiently and effectively and input data into ICT systems
- Assisted in training new members of staff
- Worked to ensure all individual and team targets were met

MARKETING

- Monitor product release depending on consumer interest, seasonality, and market volatility.
- Oversaw the campaign and release critical products and stayed within designated budget requirements for each one.
- Led presentations to the company's board of directors in regards to marketing budgets, campaign ideas, and upcoming product developments

QA TESTER

- Testing of the professional social network for talents, models, and clients.
- Testing of the native mobile app, secure VPN keyboard, with lots of plugins.
- Testing of multi-language iOS app for finding and booking best Spas, Barbershops, Nail, and Massage salons.

PERSONAL INTEREST AND HOBBIES

THERE ARE A VARIETY OF HOBBIES AND INTERESTS THAT FILL MY SPARE TIME. I LOVE WORKING WITH COMPUTERS IN DIFFERENT CAPACITIES, AND I ALSO ENJOY SPENDING TIME IN WRITING.