



PROFILE

Specialized in customer care and dealing with them for 12 years in the automotive field

I have the ability to direct the team and ensure that daily tasks are carried out as required, as well as solve problems and complaints, deal with customer challenges and maintain customer satisfaction

And manage the customer care team I have good management skills, organizational skills and soft skills to deal with the customers

Multi-tasking and the ability to work under pressure and have sufficient knowledge to deal with government sectors and their systems regarding customer complaints

My goal is to develop my professional personality and continue to work on self-development and learn new methods and approaches to customer care

CONTACT

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HISHAM HARON

Customer Care Manager

EDUCATION & TRAINING COURSES

Badr High School – 2012

Computer principles course 2014

Certified service advisor – Mercedes-Benz 2018

WORK EXPERIENCE

Customer Care Manager

Juffali Automotive Co. Mercedes-Benz

From 09.2012 to 09.2024

Worked as Customer Care Manager

Managing customer care team in daily process and takes

Develop customer service policies and standards and supervise their implementation.

Analyze sources of customer complaints, identify possible solutions, and coordinate and work to achieve solutions to ensure customer satisfaction.

Handling customer complaint kingdom wise to reach our goals and KPI's
Increase customer satisfaction to be aligned with Mercedes-Benz & MCI

- Best Service Advisor in Mercedes-Benz Middle east 2018
- 2nd best service advisor in Mercedes-Benz Middle east 2019

SKILLS

English 70%

Computer Skills 80%

Soft Skills 80%