

Objective

Customer-focused professional with a background in client relationship management, sales, and technical troubleshooting. Experienced in engaging with clients, driving customer satisfaction, and delivering tailored solutions. Adept at problem-solving, communication, and ensuring long-term client success.

Experience

- Various** 2023 - Current
ESL Instructor and Customer success associate
Conducted personalized sales consultations with parents, assessing students' needs and recommending the right courses.

Maintained daily client engagement, providing progress updates and implementing parent feedback to enhance service quality.

Successfully converted trial lessons into long-term enrollments through effective communication and tailored learning solutions.

Troubleshot technical issues remotely, guiding young learners and parents through tech challenges with patience and clarity.

Helped students achieve measurable progress, taking complete beginners to A1 proficiency in as little as 1-2 sessions per week.
- Volunteer** 2021 - 2022
Language peer tutor
Provided one-on-one and group tutoring, helping students improve language skills through engaging and structured sessions.

Developed strong interpersonal skills by working with diverse learners and adapting to different learning styles.

Education

- Impaq Education** 2022
National Senior Certificate
Bachelor Pass
- IIE MSA** 2023 - 2025
Bachelor of social science

Skills

- Customer Success & Relationship Management:** Client engagement, feedback implementation, retention strategies.
- Sales & Communication:** Course recommendations, trial-to-sale conversion, upselling educational programs.
- Technical Troubleshooting:** Remote issue resolution, guiding non-tech-savvy users through digital tools.
- CRM Systems:** Experience using customer management platforms (specific system unknown).
- Adaptability & Problem-Solving:** Customizing learning solutions, handling diverse client needs.