



## Ali Haji

**Nationality:** Somali **Date of birth:** 29/06/1989 **Gender:** Male

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### WORK EXPERIENCE

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#### **Live chat support (Remote)**

**web.com (Newfold Digital)** [ 21/01/2021 – Current ]

City: Toronto ON

Country: Canada

- As a live chat support representative, I am responsible for promptly responding to customer inquiries, identifying their specific needs and offering solutions by showcasing product features. I report and analyze product malfunctions, update internal databases, share feature requests and effective workarounds with team members, and inform customers of new features and functionalities. Additionally, I upsell website services and software as a service to customers, resulting in increased revenue for the organization. I also follow up with customers to ensure technical issues were resolved via email, gather customer feedback, and maintain up-to-date knowledge of the organization's product and services to better serve the customers.

#### **Customer Service (Inside Sales ) Manager**

**Interconnection Consulting** [ 25/03/2018 – 23/09/2020 ]

City: Bratislava

Country: Slovakia

- As a Customer Service (Inside Sales) Manager, I served as the brand ambassador and developed strong relationships with clients by identifying and assessing their needs, building trust through open communication. I achieved sales projections, generated ongoing sales opportunities, and met company and individual KPIs. I invited business executives to professional conferences and managed relationships after the sale to secure rebooks. I tracked sales updates and progress in the CRM database and worked as a team player, upholding company policies and contributing to a positive working environment.

#### **Customer Service manager**

**Achilles Information Limited** [ 27/08/2017 – 26/03/2018 ]

City: Bratislava

Country: Slovakia

- In this role as a Customer Service Manager, I was responsible for documenting customer service actions, mentoring and developing agents, and taking ownership of issues until resolution. I also analyzed statistics and compiled accurate reports to improve the quality of customer service. Keeping up with industry developments and applying best practices, I effectively managed resources to achieve targets and facilitate organic growth. My ultimate goal was to improve the customer service experience and create engaged customers.

#### **Customer On-Boarding Agent**

**Achilles Information Limited** [ 26/10/2015 – 24/08/2017 ]

City: Bratislava

Country: Slovakia

- As a Customer On-boarding Agent, duties included handling customer complaints and providing timely solutions while maintaining accurate records of customer interactions and processing accounts. The role also involved following communication procedures and going the extra mile to engage customers through

emails, chats, and calls. Additionally, working with sales, product, and support teams to ensure that the customer journey met their expectations and owning and managing customer relationships from the point of sale through successful implementation.

## **Customer Support specialist**

**IBM** [ 24/04/2012 – 20/10/2015 ]

City: Bratislava

Country: Slovakia

- As a Customer Support specialist, my responsibilities involved managing high volumes of incoming phone calls, providing accurate information using appropriate tools, and identifying opportunities for new and existing customers. I was also responsible for building pipelines, engaging clients, negotiating and progressing towards the closure of IBM Power opportunities across multiple industries. Additionally, I kept records of customer interactions, processed accounts, and identified opportunities to go the extra mile in engaging clients. Another important aspect of my job was to develop and expand new sales opportunities and drive them to closure.

## **EDUCATION AND TRAINING**

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### **Bachelor in Business Administration from the Faculty of Economic & Management Science.**

**Mogadishu University** [ 2008 – 2011 ]

Address: Jidka Jaamacadda, Mogadishu., Km4 - Hodan District Mogadishu (Somalia)

Website: [www.mu.edu.so](http://www.mu.edu.so)

### **High School Diploma**

**Equator High School** [ 30/11/2007 ]

Address: Haille Selassie Road, Township, Thika, 01000 Thika (Kenya)

### **Primary School**

**Boystown Primary School** [ 01/1996 – 11/2003 ]

Address: Township, Garissa, Central - Garissa, Garissa, Kenya, 7 0100 Garissa (Kenya)

Website: <http://boystown.primary.school.co.ke/>

## **LANGUAGE SKILLS**

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Mother tongue(s): **Somali**

### **Other language(s):**

#### **English**

**LISTENING C1 READING B2 WRITING B2**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION C1**

#### **Swahili**

**LISTENING B2 READING C1 WRITING B2**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2**

#### **Slovak**

**LISTENING A2 READING B1 WRITING A1**

**SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2**

## **DIGITAL SKILLS**

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Excellent communication skills gained through my experience in a big team with many customers. / - good command of Microsoft Office tools (Word, Excel, Power Point and Outlook). / Team-work oriented / Motivated and ambitious / Microsoft Dynamic 365 - CRM