

# Behnam Arabpour

Seasoned Customer Support Person

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yerevan, 0099, Armenia

I am an accomplished professional with extensive expertise in customer support. With a proven track record of enhancing customer satisfaction, streamlining processes, and fostering high-performing teams, I bring a strategic yet hands-on approach to every challenge.

## Work Experience

### Training and Onboarding Specialist

Dec 2023 - Sep 2024

*Softconstruct*

I developed and delivered training programs for new employees on customer service protocols. I led workshops that successfully updated employees on new procedures, contributing to a 15% improvement in onboarding efficiency.

### Customer support specialist

Jan 2022 - Dec 2023

*Softconstruct*

Provided high-quality support by managing customer inquiries, ensuring prompt and accurate responses. Facilitated communication by translating documents, which improved service delivery and reduced response time by 15%.

### Customer support specialist

Jan 2020 - Dec 2021

*Asre danesh*

Oversaw internal office operations and developed unified customer support protocols. Integrated a 24/7 online support team, improving response times and customer satisfaction by 20%. Streamlined support channels, enhancing team efficiency and customer service availability.

### commercial specialist

Jan 2017 - Dec 2020

*Jahane no co.*

Managed inbound and outbound inquiries related to import and export, and led the employment process for new market acquisitions. Conducted market surveys to identify new export opportunities and suppliers, resulting in a 15% increase in successful market entries.

### Customer Support Agent

Jan 2015 - Dec 2017

*Ramezan Co. | Iran*

Provided high-quality support by managing customer inquiries via email and live chat, ensuring prompt and accurate responses. Followed all the KPIs and made the customer satisfaction increase by 3 %.

- Handle Customers inquiries via e-mail and Live chat
- Translate documentations from English to Persian and vice versa for the boards
- Send out emails and informations for the customers
- Reply to customers inquiries through emails

## Core Skills

- C2 English Language proficiency, • Poised under pressure, • Excellent computer skill, • Project management,
- Excellent interpersonal and communication, • Fun and energetic skills, Sales, Customer Feedback, Highly-Motivated,

Information Technology, Multiple Priorities, Training and Learning, Sales and Marketing, Communication Skills, Ability To Learn Quickly, Adapt Quickly, Manage Time, Rapport, Research

Education

**khorasgan University**  
**Bachelor of Arts** English Language

Jan 2008 - Dec 2012

Languages

**English** *(Fluent)*, **Farsi** *(Fluent)*

Certificates

**Customer Support Foundation**  
*coursera*

Jul 2023

**Google Technical Support**  
*Google*

Apr 2023

**Call Center Customer Support**  
*coursera*

Jun 2023