Curriculum Vitae

Name: Shackie Aziz
Date of birth: 20.09.1981
E-mail: shackie.aziz@gmail.com
Nationality: Swedish
Location: Currently in Chile due to lockdown, prefer working remotely, can relocate.

Key personality:

Service-minded. I have worked most part of my life within service industry. As a service-minded person, I'm solution-oriented, flexible and work well in stressful situations. I have also shown management skills.

Work experience:

04.2019 – 03.2020	**Norwegian Content moderator for Quora**	**Open Access BPO, (remotely)** Working for a question-and-answer platform, Moderating contents based on given guidelines, Fast-paced Web environment with Web-based tools.
06.2018 – 05.2019	**Norwegian Customer service,**	**Cartrawler, Ireland** 1st line support, handle customer queries by phone, email or chat. Working, while I'm studying TEFL course.
11.2015 – 09.2017	**VIP Account Manager, Swedish and Norwegian**	**Mr Green (Online Casino), Malta** Proactive service to our VIP members. Account management via email and phone. Handling loyalty bonuses and cashback deals Monitor and manage campaigns. Liaising with internal departments. Hosting VIP events and sending gifts to VIP customers
07.2014 – 03.2015	**VIP host,** Started as Customer Service	**Mansion group (Online Casino), Gibraltar** Proactive service to our VIP members, account management. Support account managers, liaising with internal departments and escalate issues.
02.2013 – 01.2014	**Norwegian Technical support, for Symantec**	**Teleperformance Hellas, Athens Greece** 1st line technical support, basic trouble shooting, handle customer queries by phone, email or chat.
07.2010 – 08.2012	**Team leader**	**G4S, Oslo Norway**

Education:

2018	**English teacher course**	**TEFL Cambridge**
08.2009 – 07.2010	**Accounting course**	**Reaktorskolen AS, Oslo Norway**
2008	**Security Guard**	**Vakt Service, Oslo Norway**
1997 – 2001	**High School**	**Fässbergsgymnasiet, Mölndal Sweden**

Languages:

Swedish (native language)
Norwegian (fluent)
English (fluent)

Computer skills:

Windows, Microsoft package and very good general PC knowledge. Limited usage of Tableau, Salesforce, Wordpress.