

JOB DESCRIPTION

DATE: 05 November 2025

Employee NAME: Asmaa Ali Maiz

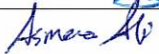
DEPARTMENT: Technical

JOB TITLE: Customer Support Specialist

KEY RESPONSIBILITIES
1. Troubleshoot and resolve IT-related issues, escalating to higher-level support when necessary.
2. Provide first-level support for client inquiries related to IT services, liaising with the technical team for resolution when required.

GENERAL RESPONSIBILITIES
3. Maintain accurate records of customer interactions and technical issues in the ticketing system.
4. Collaborate with internal teams to ensure timely resolution of customer concerns.
5. Guide customers in using company products, services, and platforms effectively.
6. Ensure customer satisfaction through professional communication and problem-solving.
7. Support IT-related administrative tasks as assigned.

JOB SUMMARY:
The Customer Support Specialist is responsible for providing exceptional service and assistance to clients by addressing inquiries, resolving issues, and ensuring customer satisfaction through effective communication and problem-solving. This role involves handling customer interactions via phone, email, and other communication channels, while maintaining a professional and courteous approach at all times.

SIGNATURES:	NAME	DATE	Signature
Prepared by	Ruba Monajjed	05.11.2025	
Employee	Asmaa Ali Maiz	05.11.2025	
Reporting and Review			
Reporting to:	Sherry George	05.11.2025	
Reviewed by CEO:			