

Yazan Alkurdi *Customer Experience Manager*

📍 Damascus, Syria

✉️ yazan.alkurdi95@gmail.com

☎️ +963 938 571 584

🌐 linkedin

Profile

Customer Experience Specialist with deep technical acumen and 6+ years of experience in driving loyalty and operational excellence. Leverages a robust IT background to master Strategic Prompt Engineering, AI persona design, and workflow automation. Proven ability to analyze the technical nuances of the customer journey, eliminate friction, and implement proactive, data-driven solutions. Expert in upskilling teams on AI tools and building technically accurate knowledge bases.

Work Experience

02/2025 – present
Dubai, United Arab
Emirates

Customer Care Supervisor

Spacetoon

- Designed on-brand AI personas and tone using Strategic Prompt Engineering.
- Cut response times by 30% via workflow optimization and AI-augmented team training.
- Boosted retention by identifying and fixing customer journey pain points early.
- Led team training to bridge the gap between human empathy and automated efficiency.
- Collaborated internally to resolve complex disputes and streamline processes.

2024 – 2025
Saudi Arabia

Operations Manager (formerly Customer Support Manager)

Sooq Algamer | Remote

- Established core customer service policies and operational protocols.
- Managed and trained support teams to ensure consistent service quality.
- Resolved complex user disputes to maintain high satisfaction rates.
- Analyzed performance data to optimize daily operations and team efficiency.
- Oversaw vendor approvals and operational workflows.

2023 – 2024
Egypt

Senior Technical Support Specialist & Sales Data Analyst

Choco jail | Hybrid

- Analyzed sales data to identify growth opportunities and revenue strategies.
- Provided company-wide IT support and resolved software issues.
- Prepared strategic performance reports to guide decision-making.

2021 – 2024
Egypt

Senior Technical Support Specialist

Anas Al Demeshky | On-Site

- Managed network infrastructure and POS systems for stability.
- Executed technical setups (devices/software) for new branch openings.

2020 – 2023
Jordan

Technical Support Specialist

Sama | Remote

- Delivered remote training and technical support for software optimization.
- Troubleshoot network and database configurations for smooth operations.

2018 – 2023
syria

Customer Service Representative

GamePower7 | Hybrid

- Managed online communities to ensure operational efficiency.
- Administered forums and social channels, fostering user loyalty.

Projects

AI & Automation Projects

- AI Support Logic: Defined conversational flows and personas, reducing repetitive inquiries by 40%.
- Internal Knowledge Assistant: Orchestrated a Custom GPT for Spacetoon staff to speed up ticket resolution.
- Workflow Automation: Redesigned processes to minimize manual tasks and focus on high-value support.

Education

2014 – 2019

Faculty of Applied Science - Computer Technology
Damascus University

Skills

AI & Prompt Engineering:

Persona Design, Tone of Voice Tuning, LLM Logic.

Management:

Team Training, Coaching, Workflow Optimization.

CX & Operations:

Customer Journey Mapping, Proactive Support, Retention Strategies.

Technical:

CRM Tools, Data Analysis, Troubleshooting, Network Admin.