

AYAN AWAD

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Client-focused professional with a decade of experience supporting cross-functional teams, managing onboarding, and driving smooth project delivery. Strong in communication, documentation, and relationship management that keeps clients engaged and progressing toward goals. Recognized for initiative, reliability, and adaptability in fast-moving environments. Motivated to help mission-driven organizations deliver meaningful outcomes for the people they serve.

PROFESSIONAL EXPERIENCE

Customer Service Specialist | TalentWorldGroup

2025 → PRESENT

- Managed scheduling, communication, and client support across multiple time zones.
- Oversaw documentation, invoicing, and correspondence with suppliers and clients.
- Maintained confidential client data and contributed to process improvements that reduced response times significantly

Client Success Manager

2022 → 2025

- Guided clients through onboarding, aligning expectations, timelines, and deliverables
- Maintained organized client documentation and progress tracking to improve workflow and accountability
- Coordinated with internal teams and external partners to resolve issues, schedule reviews, and keep projects moving toward client goals

Operations Coordinator | MTR Nordic

2018 → 2021

- Coordinated communication and staffing between operational, safety, and management teams.
- Handled real-time scheduling, incident reporting, and information flow to ensure service reliability.
- Assisted senior managers with reporting, meeting notes, and follow-up action plans.

Team Leader | PostNord

2017 → 2018

- Supervised 10+ employees, handled shift planning, and tracked performance against KPIs.
- Supported internal meetings, managed communication logs, and reported weekly performance results.

Customer Support | Red Cross

2016 → 2017

- Handled inquiries, documentation, and service tracking to maintain a 95% customer satisfaction rate.
- Assisted with internal database updates and reporting on recurring issues to improve service response.

EDUCATION

Bachelor, Major in Health and Rehabilitation in Working Life

Mid Sweden University

LANGUAGES

- English:** Fluent/Native
- Swedish:** Fluent/Native
- Somali:** Fluent/Native
- Arabic:** Conversational

CORE SKILLS

- Client Onboarding & Enablement**
- Project & Account Coordination**
- Client Communication & Relationship Management**
- Progress Tracking & Reporting**
- Cross-functional Collaboration**
- Issue Resolution & Escalation**
- Process & Workflow Improvement**
- Tools: G-Suite, Notion, Slack, Excel**