



Hamze Aden

CUSTOMER SERVICE /
REMOTE

CONTACT

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IJmuiden

PROFILE

Customer service and administrative professional with over 13 years of experience supporting customers, handling orders, and coordinating operations within Swedish and international organizations. Fluent in Swedish and professional in English, with strong written communication skills. Highly reliable, structured, and well-experienced in working independently in remote and system-based environments.

CORE SKILLS

- Customer service (email, phone, chat)
- Case handling & complaint management
- Order administration & follow-up
- CRM & ERP systems
- Written communication in Swedish & English
- Remote work discipline & time management

SOFT SKILLS

- High attention to detail
- Ability to work under time pressure
- Strong safety awareness
- Clear and effective communication
- Team-oriented mindset
- Operational problem-solving

LANGUAGE

- Swedish - Fluency
- English - Professional
- Somali - Mother tongue

WORK EXPERIENCE

2025

Customer Service Specialist / Coordinator (remote)

Mercedes-Benz | 2025

- Handled customer cases via email and internal systems
- Provided professional customer support and follow-up
- Maintained accurate documentation and case handling

2024

Traffic Leader

DANX Group – Stockholm, Sweden | 2024 (Hybrid)

Monitored daily transport flows and time-critical shipments, proactively handling deviations, delays, and urgent operational issues. Coordinated closely with drivers, terminals, and internal operations teams to ensure smooth execution and on-time deliveries, while maintaining compliance with transport procedures and service level requirements in a high-pressure environment.

2019 – 2023

Process Operator / Technician (Cleanroom)

Silex Microsystems – Stockholm, Sweden 2019 – 2023

- Performed precision production and assembly work in a cleanroom environment
- Followed detailed work instructions and technical procedures
- Conducted quality inspections and process monitoring
- Maintained strict cleanliness, safety, and quality standards

2015 – 2018

Traffic Manager

Bring Sverige – Stockholm, Sweden | 2015 – 2018

Coordinated daily transport operations and delivery routes while monitoring performance, KPIs, and service quality. Addressed deviations and customer issues by liaising with drivers, terminals, and partners. Ensured compliance with safety regulations and contributed to improving transport workflows.

2014 – 2015

Computer Technician

Government Office | 2014 – 2015

- Hardware installation and technical troubleshooting
- Precision work requiring accuracy and responsibility