**Curriculum Vita**

**Personal Informations:**

* Date of Birth: 15 October, 1991.
* International Driving License: Available.
* Military service: completed.
* Marital Status: single.
* Nationality: Algerian.

**Career objectives:**

To be engaged within an atmosphere where work is appreciated and giving the chance for actualizing the Needs of self - esteem. A company that respects its employees train and develop their skills and

Capabilities and guarantees equal opportunities for promotions.

Willing to work in any country or the GCC in the fields of aviation, Administration, sales, Customer Service or

In any position that fits my qualifications.

**Education and trainings:**

* 2009 -2010 *:* **Baccalaureate in Philo and languages.**
* 2010-2013 : ***CERTIFIED PRIMARY SCHOOL TEACHER*** / University of Algiers 2(conventional system)-ALGERIA.
* 2016 *(****QATAR AIRWAYS TRAINING CENTER****)* : Dangerous Goods DG9, Airside safety Awareness., Aviation Security , Altea initial , Passenger Handling and Handling Passengers with reduced Mobility.

**Professional Experiences:**

**02/2011- To 08/2014**: *In many call centers of Orascom Telecom Algeria (national operator)*

**As a Call center agent:**

* Handled incoming calls from Customers, responding to inquiries, resolving problems. Used consultative selling techniques to provide leads for telesales personnel.
* Recognized as “#1 Customer Service Rep” (out of 47 reps in division) in Fall 2012. Ranking was based on accuracy, customer service, duration of calls and availability.
* Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs.
* Account Acquisition , Retention and Powerful Presentations

**As a Supervisor :**

* A monitoring of a given campaign / operation that includes such a number of agents / tele advisors .
* Planning and organization: Establish a program; detail the goals and objectives for the successful completion of the latter.
* Prepare daily reports on the quality of the group of 47 TC (response rate, LEVEL service, outsourcing, Briefing, PV one To one, sensibilisations ...), establish relations of individual production / community overall Performance Agent) Ensure and support for new agents.
* Decision-making / Problem Solving: Ability to assess all implications of any problems in order to identify options and possible solutions and work quality.

**As a Trainer:** of Customer services techniques :

* Adapt, correct, and develop training modules.
* Making a tracking of training activities (synthesis, REPORTING, balance sheets,)
* Control the post acquired training and skills accompanied.
* Conduct against measures through field evaluations (speech evaluation, document audit).

**09/2014-07/ 2015**:  ***French Teacher*** in High school- brothers Hamia Kouba\*Algiers: 5 classes .

**French Teacher In A Private School (EL IJTIHAD):**1 class.

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| --- | --- |
| — Creative Lesson Planning  — Curriculum Development  — Instructional Best Practices  — Classroom Management & Discipline | — Standardized Testing / Scoring  — Learner Assessment  — Experiential Learning  — Special Needs Students. |

**9/2015-12/2015: *Customer service Representative / documentation exchanges****: CMA CGM ALGERIA – shipping International company (Head Office Algiers).*

* Perform documentary exchange and Validation of Export bills. (Bill of landing).
* Coordinated collection of new clients and update central customer file and the customer file ALS and Daily Ranking of Daily exchanges.
* Became the lead “go-to” person for new reps and particularly challenging calls as one of the company’s primary trainers of new and established employees.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**12/2015 -3/ 2016** : ***Qatar aviation services (International airport Of Hamad – Doha Qatar).***

* Produce work-related documentation when required
* Maintain the highest standards of safety and security at all time
* Assist passengers as needed through arrival and check in processes including support for passengers with special requirements such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance
* Assist passengers with self-service check-in kiosks
* Inspect and verify passenger documentation and other duties as assigned.

**Languages :**

* Arabic Native/Excellent.
* French: Excellent/Native (Teacher).
* EnglishGood.
* Italian: Average.

**Hobbies :**

* All kinds of Martial sports (Self defense, aikido.) .

**Skills :**

|  |  |  |
| --- | --- | --- |
|  | | |
| **Skill Name** | **Skill Level** | **Last Used/Experience** |
| Customer Service | Expert | Currently used/3 years |
| Call Center  Service Operations | Expert | Currently used/2 years |
| Dispute Resolution | Expert | Currently used/3 years |
| Sales Lead Generation  Sales | Expert  Expert | Currently used/3 years  Over 2 Years. |
| Data Entry | Expert | Currently used/3 years |
| Multiline Phone Use | Expert | Currently used/3 years |
| MS Office  Oracle, Photoshop, Hermes and Gaya, DCS  **Office Skills:** | Expert  Beginner  **Office Management**  **Records Management**  **Database Administration**  **Calendaring** | Currently used/2 years  Less than one years.  **Front-Desk Reception**  **Executive Support**  **Travel Coordination** |

**First Name of Application CV No:** **1654812**

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