***Academic Qualification***

**Customer service resume**  **May-june2014** : Preparation DUBAI.

**Date of Birthe :** 02-11-1985 **February 2013 :** Salik RTA Training Certificate.

**May-June 2008 : Higher Degree Studeis in Science**

**June 2004** : Bachelors Degree,Science Nature

**Nationality:** Algerian. **Language** : **Arabic – English - French**

***Personal Statement***

A fun loving professional individual who has a genuine interest in working with and helping customers. Hamza is fully understands the importance of appearance and behaviour in creating a positive impression in any face to face role. therefore am always immaculately dressed, well spoken and very polite when meeting customers. good at working quickly, accurately and within strict guidelines, on top of this am able to prioritise a busy workload, whilst at the same time being reactive to a business’s core needs. Right now hamza is looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

***Work Experience***

***TransCore-Salik DUBAI***

**Customer Service-Technical Team- Logisitic Operations.**

Sept 2013- November **2015 , Senior Customer Service & logistics.**

February **2013** –Till Aug2013 **, Call Centre Agent & Sales Specialist ,Company representative**

Responsible for ensuring that customer enquiries are resolved at first point of contact,unless specialist knowledge or further investigation is required. Doing this by using judgements and taking decisions within established procedures for each enquiry.

**Duties** :

-Responding promptly to customer enquiries in person or via telephone,letter,and e-mail- always in professional & efficient manner.

-Using the in-house system to record necessary information and instigate action as required.

-Processing orders, forms, applications and requests for information.

-Dealing efficiently with questions and queries from customers.

-Keeping up to date with all company’s documents, services and procedures.

-Directing requests and unresolved issues to other colleagues.

-Maintaining up date paper and computer based files and administrative system.

-Promoting the company’s products and services to customers.

-Handling objections professionally.

-Meeting and greeting visitors to the company In a warm, respectful and courteous manner at all times.

**Eurest Algeria Catering ALGERIA**

*Sept* ***2009****- jan* ***2013* Quality control-Customer Service representative**

-Giving product, pricing and delivery information to customers.

-Scheduling and coordinate appointments.

-giving feedback to the managers on the efficiency of the customer service

-writing reports analysing the customer service that the company provides.

-Issuing refunds or compensation to customers.

**Medical laboratory analysis -clinics control & customer service**

*March – July 2008*

**Area of Expertise**

Customer satisfaction –Interpret customer feedback -Call handling -Managing customer data-Customer service Listening to customers- Managing expectations -Telephone Etiquette-Email handling -Resolving problems.

**First Name of Application CV No:** **1669560**

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