***Djamel***



***Email:*** ***Djamel.374378@2freemail.com***

***Address:****Deira City Centre,* ***Dubaï****,* ***EAU***

***Nationality****: Algerian*

***Summary***

***I’m holding Master Degree of Communication and Advertisement, and have over 15 years of experience working in Algeria and one year in Dubai, supporting colleagues with Customer Service,Administrative, sales and IT tasks.***

***Currently I work in Dubai at Al Jawhara Hotels as Front Office Receptionist / Cid.***

***I have good communication skills and able to work very well under pressure. I can perfectly work as a part of a team or individually. I am a hardworking, self-motivator and I liked to be challenged.***

***I have extensive knowledge experience in Microsoft Office.***

***I am currently looking for opportunities in the Middle East within a governmental or multinational organization or a progressive national institution where I can fully apply the skills that I have developed through my education and work experience and am available immediately.***

***Work Experience***

***Jan2017 to till date:*** **Al Jawhara Hotels (*4 \*\*\*\*)* Dubai, UAE**

***Front Office Receptionist /Cid***

* Maintains OPERA guest profile, System Tourism Dubai and Police Reporter System according to standards and procedures.
* To be an ambassador of the Front Office and the hotel, in and outside the work place.
* To provide a personal service to all the guests, fully aware and following the hotel standards and procedures.
* To personally greet and escort the guests rather than pointing out directions.
* To manage any guest complaint in a professional manner, by owning it,
* Resolving it to the guest’s satisfaction and recording it.
* To be aware of and to report all guest comments or complaints.
* To be aware of all VIPs visiting or staying in the hotel.
* To properly follow all CID and local government requirements concerning hotel guests and files.
* To maintain an atmosphere of high morale and a happy working relationship among the team.

***Jun 2011-Dec 2016:*** **Directory of Environment, Algeria**

***Customer Service Supervisor***

* Providing quality responses to customer contacts in person, telephone & email.
* Dealing with enquiries & answering calls from new and existing customers.
* Suggesting solutions to customers in a positive manner.
* Dealing with all escalated complaints and enquiries efficiently and effectively.
* Building relationships with customers.
* Recording all queries and making notes on logging software.
* Resolving assigned incidents within pre-agreed timescales.
* Familiar with all with Microsoft packages.
* Handling difficult and aggressive customers in a professional manner.

***Sep2007- jun2011*:** **Noor Showroom, Algeria**

***Customer Service Supervisor***

* Serving customers at the sales counter.
* Offering face to face advice to customers on the stores products.
* Processing returns and refunds as required in line with company procedures.
* Occasionally being responsible for the stores security including being its key holder.
* Using the stock management system to log, check, locate and move stock both in and out of the store.
* Responsible for the daily management of the till in the absence of the senior members.
* Ensuring that all areas are clean and adhere to the company’s clear floor policy and Health and Safety requirements.
* Making sure that any item which is removed from a display column is replaced immediately after a sale.
* Handling customer complaints in a calm manor.
* Managing cash and payment systems in accordance with company procedures and policies

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**Communication and Advertisement Master Degree** Dr.Moulay Tahar Univesity, Algeria

**Information and Communication Bachelor Degree** Dr.Moulay Tahar Univesity, Algeria

**Information Technology Diplomas**

**National Institute of Professional Training, Algeria.**

**Marketing Diploma**

**National Institute of Professional Training, Algeria.**

**ELT in the 21st Century Conference Communicative Practices** British Council Oran, Algeria

**Academic Goals French International Conference** University Dr.MoulayTahar of Saida, Algeria

**Information Technology certificate in stocks Management** University Dr.MoulayTahar of Saida, Algeria

**Commercial officer Certificate**

**Distributive firm of building materials SODMAC, ERCO Group, Algeria**

***Djamel Sadok Cherif***

***Dep 2004- Aug 2007:*** **Algerian Water Company**

***Customer Service Representative***

* Dealing with customer enquiries by telephone, email, letter or face to face.
* Ensuring that a customer’s problem is brought to a satisfactory conclusion.
* Involved in developing a customer service policy.
* Collecting and analyzing data to monitor the level of customer service.
* Making sure that all Health and Safety procedures are adhered to.
* Completing all administrative tasks and updating records.
* Occasionally having to work in the company call center.
* Ensuring all telephone calls are answered within a 15 second time frame.
* Using Word & Excel to write reports.

***Mar 2003 - Sep 2004:*** **Military Service, Algeria**

***Mar 1999- Jan 2003:*** **Steel Tubes Company, Algeria**

***Customer Service Agent***

* Assisting the finance Department with customers on security checks.
* Ensuring the company store presents itself to a high standard of customer service.
* Answering all email enquiries within 15 minutes.
* Re-directing phone calls to the appropriate person.
* Provide assistance and support to the Supply Chain as and when required.
* Contributed to and participated in team meetings and activities.
* Welcomed and assisted visitors to the company offices.
* Logged enquiries and resolutions on a database.
* Offered customers alternatives and up-selling

***Education***

***2013 – 2015***

***2010– 2013***

***2007 – 2009***

***1999 – 2002 Certifications***

***May 2015:***

***Nov2014:***

***Sep 2009:***

***Mar 2002:***

***Skills & Expertise***

* Excellent communicator, good problem solver and attention to detail.
* Fully aware of the importance of data security and relevant legislation.
* Dealing with customers Face to Face.
* Proven aptitude for dealing with customer complaints.
* Extensive knowledge of Microsoft Office, Excel and FMC (Fidelio Material Control System).
* OPERA, System Tourism Dubai and Police Reporter System.
* Ability to communicate effectively with a wide range of customers.
* Team player.

***Languages***

**Arabic:** Native **French:** Fluent **English:** Intermediate

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