

**BOUDIA**

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Visa visit

Work Experience Profile

Call center orascom telecom (*djezzy)*

(11-2017/ 04-2018 )

* Obtains client information by answering telephone calls, interviewing clients ,verifying information.
* Maintains communication equipment by reporting problems.
* Accomplishes sales and organization mission by completing related results as needed.

Call center (05-2013 /09-2013)

JUMIA food

* On average, answering 70 inbound customer calls during ashift.
* Discussiong billing issues with the costomer and offering possible solutions .
* Taking orders, inputting orders into our proprietary system,and providing customers with their order numbers and approximate delivery date .
* Escalating customer calls to my supervisor, if needed .

Sales associate /sovac volkswagen algeria (03-2016/09- 2016)

* Identifying customer needs and outlining repair options
* Completing vehicle delivry process, walking customer through operation and service needs
* Following up after every sale to ensure total customer satisfaction
* Presenting latest product to the customer
* Exceeding team sales goals by at least 9% every month

Customer service / sovac volkswagen algeria (01-2015/10-2015)

* Achieved an average of 95% +customer satisfaction .
* Resolved 80% of incoming customer requests and problems, referring only the most comples to the office manager.
* Listened carfully to customer concerns and issues and asked probing questions to ascertain problems and repair needs.

**M o t i v a t e d c u s to m e r se r v i c e w i th 2 y e a r s e x p e r i e n c e ,**

**w o r k s w i th h i g h e n e r g y a n d g r e a t c o m m u n i c a t i o n s ki l l s . F r i e n d l y a n d o u tg o i n g**

**p e o p l e p e r so n , p r o f e s si o n a l a b l e to w o r k w i th l i t tl e**

**o v e r n i g h t a n d c o l l a b o r a t e i n t e a m e n v i r o n n e m e n ts**

**l o o ki n g f o r o p p o r t u n i ti e s i n a c a l l c e n te r a n d c u s to m e r s e r v i c e .**

Skills

Microsoft office - Analytical Trilingual :Arabic English and French Good listener

Customer service software Rapport building

Sales promotions – forecasting sales

Education

**University of Blida 1 (2012-2017)**

**Institute Aeronautics and Space Studies Master’s Degree / Speciality : flight operations**