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|  |  |  |  |  |  |  | **Mr. KARIM**  |  |
|  |  |  |  |  |  |  | Call center agent / Customer service |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | **PROFILE** |  |
|  |  |  |  |  |  | Extremely adaptable and able to work on own initiative. Highly confident in |  |
|  |  | **PERSONAL INFORMATIONS** |  | Organizing and completing multiple tasks to set deadlines. Currently looking to |  |
|  |  |  | contribute to the success of a company, which offers an opportunity for career |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  | progression and personal development within a customer focused environment. |  |
|  |  |  |  | Date of Birth |  |  |  |  |
| **13/12/1993** |  | **CAREER OBJECTIVE** |  |
|  |  | In Algeria |  | Seeking a challenging position with a progressive organization that will effectively |  |
|  |  |  |  |  |  |
|  |  | **Algerian nationality** |  | utilize my knowledge and expertise, where i can grow with organization and prove |  |
|  |  |  | to be an asset for its effective functioning, be a team player for the achievement. |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  | **Single** |  | **ACADEMIC SUCCESSES** |  |
|  |  |  |  | **Visa Status** |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  | Visit visa |  |  | **2017 Diploma : Master's degree** in information technology speciality |  |
|  |  |  |  |  |  |  |
|  |  |  |  | ‘’ Image Processing and Artificial Vision’’ |  |
|  |  |  | **University** : Badji Mokhtar Annaba–Algeria |  |
|  |  |  | legalized and authenticated by the UAE Embassy |  |
|  |  |  |  | **CONTACT** |  | **2015 Diploma : Bachelor's degree** in Information Technology |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | **University :** Badji Mokhtar Annaba–Algeria |  |
|  |  |  |  | Address : Dubai, UAE |  | legalized and authenticated by the UAE Embassy |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | **2012 Diploma :** Baccalaureate / Secondary School Leaving Certificate |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | “Experimental Sciences” |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  | **High School :** Saint Augustin Annaba–Algeria |  |
|  |  |  |  |  | **LANGUAGE SKILLS** |  |
|  |  |  |  | Karimk-394081@2freemail.com  |  |
|  |  |  |  |  |
|  |  |  |  |  |  | **Arabic (Native Language)** |  |
|  |  |  |  |  |
|  |  |  |  |  **French (Exellent)** Advanced Diploma of French Language **DALF C1** |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  **English (Exellent)** SuccessInternational English Language Testing System **IELTS** |  |
|  |  |  |  |  |
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**PROFESSIONAL TRAININGS**

|  |  |  |
| --- | --- | --- |
|  |  **Call Center agent and customer assistance** |  |
| **INTERESTS** |  | **School:** T.T.C (Teleservices Training Center) |  |
|  | Algeria – Five-days intensive training |  |
|  |  |  |
| Reading |  | **Business administration and marketing** |  |
| Traveling |  | **School:** G.A.T (Organization of cultural, economic and scientific |  |
| Sport (Bodybuilding) |  | events) – Algeria – two-months training |  |
| Cinema |  | **Call center traineeship** |  |
|  |  |
|  |  | **Company:** Djezzy (telecommunication company) |  |
|  |  | Algeria – one-month training |  |



**PROFESSIONAL EXPERIENCE**

* **Customer Call Service and Data Manager 02/2018 – 03/2019** Annaba – Algeria
	+ Provide excellent customer service at all times.
	+ Assist customers with finding suitable learning hours and check availability in ERP System.
	+ Maintain a friendly manner and calm, positive demeanour when handling complaints.
	+ handle admnistrative tasks.
* **Call center agent 03/2019 – 08/2019**

Annaba - Algeria

* + - Manage large amounts of inbound and outbound calls in a timely Manner.
		- Follow communication “scripts” when handling different topics.
		- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
	+ Seize opportunities to upsell products when they arise.
	+ Build sustainable relationships and engage customers by taking the extra mile.
	+ Keep records of all conversations in our call center database in a comprehensible way.

**SKILLS AND COMPETENCES**

* Perfect control of the computer tool: Microsoft Office, MS Excel, HelpDesk, Word…, Internet….
* Mastery of programming softwares (Python, Mysql, Html, Css …).
* Mastery of techniques of customer servises and sells management.
* Mastery of management and repair of certain breakdowns of computer equipment.
* Driving license B (issued to Annaba - Algeria).
* Valid Passport.
* Excellent communication skills and ability to work in a team.
* Compliance with accounting deadlines.
* Spirit of analysis and initiative within the framework of the missions granted.
* Sense of responsibility and organization.

**QUALITIES**

* Attention to details, Project completion, Persevering.
* Excellent communication.
* I am curious, hardworking, and energetic.
* I always push to achieve the goals set.
* I am pedagogical and motivating.