**Hocine (26 years)**

**12-05-1993**

**Dubai- UAE**

**Nationality: Algerian**

**E-mail:** **hocine-394536@2freemail.com**

**SUMMARY**

History of being an effective team member with full understanding of the underwriting process and team needs. Well-versed in using Excel to create and update tracking spreadsheets. Competent administrative professional supporting the underwriting process with effective document evaluation, report writing and file management skills. Proficient in issuing quotes, gathering details and reviewing renewal requests.

**PROFESSIONAL EXPERIENCE**

**1- Sales Executive - (Dubai) - (04-2018-until12 -2018)**

 **- Duties and Responsibilities:**

* Open a new market by doing cold call with new clients
* Ask for meeting the potential client
* Share all the info and charts with the clients
* Inform customer of deals and promotions
* Sell several products
* Utilize computer technology to handle high call volumes
* Work with customer service manager to ensure proper customer service is being delivered
* Contribute to team effort by accomplishing related results as needed
* Manage large amounts of incoming and out coming calls
* Generate sales leads

**2-Customer Service - (Call Center ) Algeria- (04-2015-until 05-2017)**

 **- Duties and Responsibilities:**

* Suggest solutions when a product malfunction
* Handle product recalls
* Attempt to persuade customer to reconsider cancellation
* Inform customer of deals and promotions
* Sell products and services
* Utilize computer technology to handle high call volumes
* Work with customer service manager to ensure proper customer service is being delivered
* Compile reports on overall customer satisfaction
* Greet customers warmly and ascertain problem or reason for calling
* Cancel or upgrade accounts
* Assist with placement of orders, refunds, or exchanges
* Advise on company information
* Take payment information and other pertinent information such as addresses and phone numbers
* Place or cancel orders

**SKILLS**

* Photo and video editing programs
* word- Excel –PowerPoint
* Prepare all kinds of reports describing facts or news
* Paid Campaigns
* Social Media Marketing
* Social Media updating
* Sales
* The skill of persuasion
* Good interpersonal skills
* Good communication skills with clients
* Make and keep a good contact with clients

**LANGUAGES**

* Arabic: Mother tongue.
* French: Fluent, written and spoken.
* English: Good, written and spoken.
* Italian :middle spoken only .

**EDUCATIONAL BACKGROUND**

* **2012**: high school degree .

**FOLLOWING DETAILS**

* Serious and Dynamic Element
* Good physical condition
* Available for any trip
* Category B Driving License