

BOUBEKEUR BOUARDJA

Customer happiness executive

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CAREER OBJECTIVE:

A committed and well-motivated young person who aspires to hold a position where he will be able to interact with People on a daily basis. Highly articulate & having a clear friendly voice, he is more than able to offer concise & polite assistance in a phone conversation. He is currently looking for an exciting opportunity in a customer focused environment, where he will be able to deliver a high quality service & support his employer's vision.

PASSPORT DETAILS

➤	Passport No	:	157440664
➤	Issue Place	:	Algeria
➤	Date of Issue	:	Dec27 th 2015
➤	Date of Expiry	:	Dec26 th 2025
➤	Visa Status	:	Visit Visa

PERSONAL INFORMATION

➤	Nationality	:	Algerian
➤	Date of Birth	:	Sept 9 th , 1988
➤	Sex	:	Male
➤	Height/Weight	:	176cm/ 75 kg
➤	Civil Status	:	Single
➤	National Service	:	Accomplish

EDUCATIONAL BACKGROUND

- 2006: High School Diploma in **accounting**.
- 2010: License /Bachelor Degree in **Business - Marketing**.

TRAININGS

January 2015	:	Training in Production Application System (SAP) sales & distribution.
May 2015	:	Training in Release of a New Product.
June 2015	:	Training in Selling Technique.
July 2016	:	Training in Business Negotiations.

EXPERIENCES:

Customer Care Service in Back office – Metidji Group Company Food Algeria from January 2015 to December 2018

- Resolve product or service problems by clarifying the customer's complaint
- Manage large amounts of incoming calls
- Identify and assess customers needs to achieve satisfaction
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution

- Keep records of customer interactions, process customer accounts and file documents
- Use telephones to reach out to customers and verify account information
- Take payment information and other pertinent information such as addresses and phone numbers
- Utilize computer technology to handle high call volumes
- Resolve customer complaints via phone, email.

Key competence

- Verbal and written communication skills.
- Listening skills.
- Problem analysis and problem solving.
- Customer service orientation.
- Organizational skills.
- Adaptability.
- Teamwork.
- Ability to work with minimum supervision in a busy environment.
- Able to do repetitive tasks accurately over long periods of time.
- Working knowledge of **(MS)** Office software and **(SAP)**.

Salesman in Retail Store Puma Mall Algeria April 2013 – Déc2014

Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.

Duties

- Serving customers at the sales counter.
- Offering face to face advice to customers on the stores products.
- Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
- 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.
- Creates a welcoming environment and provides excellent customer service including learning about products.

Language skills

Arabic: Native speaker

French: speaking and writing

English: speaking and writing