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**CAREER OBJECTIVE:**

A suitable position where I can enrich, share and strengthen my knowledge, talent and skills to the best of my ability.

**CAREER SUMMARY**

Highly motivated and passionate about the job and my career public relation and customer service. Have knowledge with computer and familiar with Opera/Micros system. Cheerful, approachable and with good time management skills. A customer driven and extremely proactive and 'switched on' personality with an outgoing, charismatic and approachable character. Can work well under pressure in a fast paced environment and a great team player, who thrives in working with a multi-cultural team and guests alike, while possessing following additional competencies:

- Enthusiastic, courteous & helpful to colleagues & customers
- Good understanding of the hotel business
- Recognizing differences
- Adaptability & integrity
- Responsible with the willingness to take ownership
- Eager to learn & progress

**CORE COMPETENCIES:**

- Excellent knowledge in Guest handling complaint.
- Great ability to deal with all customers and satisfy their needs the best possible way.
- Strong ability to solve problems – identifies and finds solutions.
- Excellent organization and time management skills.
- Remarkable interpersonal skills.
- Excellent listening and communication skills.
- Exceptional ability to work well in a team.
- Exceptional ability to maintain a positive attitude, handling conflict and confrontation.
- Extensive knowledge of the internet.

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***Education***

\*A diploma in computer science (information technology communications and webs) Year: 2012-2014

\*A degree in Automated Media from specialized national institute in Algeria  
Year: 2016-2017

\*Grade: Very Good

## **PERSONAL DETAILS:**

Birth date	August 4, 1994
Gender	Female
Nationality	Algerian
Marital status	married
Visa Status	tourist visa

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### **Work Experience**

#### **1- Oriflame (Algeria Branch) Sales Executive(2017-2019)**

##### **Duties and responsibilities:**

1. Selling products and services using solid arguments to prospective customers.
2. Performing cost-benefit analyses of existing and potential customers.
3. Maintaining positive business relationships to ensure future sales.
4. Present, promote and sell products/services using solid arguments to existing and prospective customers
5. Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
6. Establish, develop and maintain positive business and customer relationships
7. Reach out to customer leads through cold calling
8. Expedite the resolution of customer problems and complaints to maximize satisfaction
9. Achieve agreed upon sales targets and outcomes within schedule
10. Coordinate sales effort with team members and other departments

#### **• 2-ElFarabi Hospital in Annaba (Algeria) 2017-2018**

**\*Customer care Executive and front desk executive.**

##### **Duties and responsibilities**

- Greet patients or their families with courtesy in a professional way with pleasing personality and find out the nature of their inquiry and requirements diligently.
- Establish a liaison with patients and various internal departments.
- Provides information to help patients or refer them to appropriate contact.
- Provide information about medical insurance coverage to patients and check the same diligently before sending the patient to the doctor.
- Advocates patients' and their families' rights and responsibilities, confidentiality, information and education.
- Process orders, forms, applications and requests and Organize workflow to meet customer time frames, Manage customers' accounts
- Direct requests and unresolved issues to the designated resource and keep records of customer interactions and transactions.
- Communicates all information to floor supervisor on daily basis.
- Be familiar with emergency and evacuation procedures.
- Attend applicable OSH/infection control training programs, mock drill, and awareness programs.

▪ **3-Al Baraka Bank (2015-2017)**

▪ **Sales representative.**

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**Courses:**

➤ **TRAININGS ATTENDED**

Telephone Etiquette, Complaint Handling, Time Management, Fire Training, and Email Etiquette.

**\*COMPUTER SKILLS**

- Courses (Computer) at Arabic Academy Hardware & Software - Microsoft Office – internet.
- Well versed with Movex System, Crystal Report Network, CCI (Customer Compliant Information) System,
- CMS System (Call Management System), Proficient in Opera System, MS Windows, MS Office (Word, Excel and Internet) and Email applications

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**LANGUAGE:**

- Arabic - Mother language
- English - Good
- French – Excellent

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**Profile:-**

Strong belief in the competency and motives of all aspects of life.  
Moreover, I was born eager to acquire new ideas and skills. That's why every place is a source of inspiration to me.

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**Skills**

- ❖ Excellent interpersonal skills and Strong organizational skills.
- ❖ Strong leadership, mentoring and coaching skills.
- ❖ Organized and able to multitask with ability to handle work pressure.

