

## **BENATTIA AMAL**

**Address:** Dubai, UAE

**Email:**benattiaamal@gmail.com

**Phone:** +971582669289

### **Professional Summary**

Hostessing and customer service agent with 3 years of experience. Willing to go extra mile and treat customers with a high level of customer service in a professional manner to ensure customer satisfaction.

### **Work Experience**

**Mobilis june 2019 – june 2021**

**Role .Call center agent**

**Location Algiers Algeria**

#### **Job description:**

- Deliver excellent customer service over phone calls that ensure high levels of customer satisfaction.
  - Develop and cultivate strong calling relationships with customers (Customer database).
  - Use company literature and available training to stay up to date on company service.
  - Solving the problems related to our customers.
- Online orders process

**DJEZZY Jan 2018 - Feb 2019**

**Role: Call Center Agent**

**Location: Algiers- Algeria**

#### **Job description:**

- Deliver excellent customer service over phone calls that ensure high levels of customer satisfaction.
  - Develop and cultivate strong calling relationships with customers (Customer database).
  - Use company literature and available training to stay up to date on company service.
  - Solving the problems related to our customers.
- Online orders process

### **Education**

- Semi Graduate English and literature student



### **Personal Details:**

- Nationality: Algerian • Marital status: Single • Visa status: Visit visa

### **Skills:**

recommended products or services Ability to work under pressure.

- Effective communicator when speaking to clients or colleagues and when dealing with written correspondence.
- Strong listening skills to give customers a sense that their questions or concerns will be dealt with immediately.
- Commitment to providing excellent customer service.
- Fine attention to details where mistakes or other discrepancies are spotted.
- Team work.

### **Languages:**

- **Arabic-** Mother tongue
- **English-**Fluent
- **French-**Fluent
- **Spanish** Intermediate.