

DAWOUD BERROGTANE

Customer Service Representative



Address : Mansoura, Doha Qatar
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QID : Available

CURRICULUM VITAE

OBJECTIVE:

Highly dependable, organized, proactive and seeking employment with a dynamic company where I can utilize my talents and skills for the success and growth of the business.

I am a person who wants to flourish in a stimulating and challenging environment and at the same time help the companies achieve its goals and objectives.

EDUCATION:

Slatna Bachir
(Boumahra Guelma, Algeria)

Academic Degree : Secondary School

Graduated : 2018

National Institute
(Oumbr Abdelhak, Algeria)

Academic Degree : High Level Technician in Topography

Graduated : 2023

SKILLS:

- Knowledge in MS Excel/MS Word/PowerPoint/Windows/Internet Surfing/Email
- Interpersonal Skills
- Attention to detail
- Good customer service
- Active Listener
- Proven initiative and ability to work with minimum supervision

WORK EXPERIENCE:

Mobilis (2020 – 2022) **Algeria**

Customer Service Representative

- Building / maintaining relationships with clients and potential clients
- Responding to Customer Inquiries via Email, phone, live chat...
- Managing Customer Feedback Collection and follow up
- Handling customer complaints
- Updating customer database
- Take ownership of customer issues

Algerie Telecom (2019 to 2020) **Algeria**

Customer Service Advisor

- Answering phone calls regarding customer inquiries.
- Cross selling and Up selling
- Making feedback analysis
- Providing customer support
- Training new customer service agent
- Request feedback
- Communicating with customers through various channels
- Keeping records of customer interactions

Asia Cup 2023 & Asia Cup 2023 U23 (2024) **Qatar**

Spectator Services

- providing a warm welcome to the Football, with general event and venue information.
- basic directional assistance to amenities and activations within the spectator seating bowl and concourse areas.
- working with the venue stewards to direct ticket holders to their seating block and provide assistance when required

PERSONAL INFORMATION:

Gender : Male
Nationality : Algerian
Marital Status : Single
DOB : 21 June 2000
Language can speak : Arabic, French and English