



## ABDELHAK BENATIA

Sales Associate/ Customer Service Representative

### PROFILE

*Self-started, Proactive customer service with 3 years of experience assisting clients and resolving services issues, Multilingual with excellent communication skills, Flexible and team player Always eager to support and give the best in work aiming to go beyond all expectations to ensure that my customers receive the best service.*

### SKILLS



- Team Player and light Supervisory Experience.
- Customer Service and sales Negotiation.
- Communication and Problem-solving skills

### EXPERIENCE

#### Customer service representative - Empay

Jun,2020 > Current    ♥ Dubai



*Manage large amounts of inbound and outbound calls in a timely manner  
Processing orders, forms, applications, and requests.  
Acknowledging and resolving customer complaints.  
Maintaining a positive, empathic and professional attitude toward customers at all times.*

#### Tele-sales Representative - DU TELECOM

Dec,2019 > May,2020    ♥ Dubai



*Contact potential or existing customers to inform them about a product and generate sales  
Meet personal/customer service team sales targets  
Asking questions to understand customer requirements and close sales*

#### Retail Sales Associate - Men's Corner

Jun,2018 > July,2019    ♥ Algeria



*Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.  
Achieving established goals  
Operating cash registers, managing financial transactions, and balancing drawers*

### EDUCATION

#### Bachelor degree in English Language, literature and civilization

Ahmed Zabana University - **ALGERIA**

#### Foreign languages Baccalaureate Degree

Raid Tariq High School- **ALGERIA**

### LANGUAGES

ARABIC	● ● ● ● ●
ENGLISH	● ● ● ● ●
FRENCH	● ● ● ● ●