

Leila Idjedaren

Dubai

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00971507205198

A dynamic smart and interactive person with a sound professional background seeking a challenging opportunity to be an effective member in a successful organization to gain more experience to improve my career and support the organization to achieve its goals.

Willing to relocate: Anywhere



WORK EXPERIENCE

Administrative Secretary

LT Audio prothèses auditives (Algeria)

November 2018 November 2021

Reporting to management and performing secretarial duties, Processing, typing, editing, and formatting reports and documents, Filing documents, as well as entering data and maintaining databases, Liaising with internal departments and communicating with the public, Directing internal and external calls, emails, and faxes to designated departments, Arranging and scheduling appointments, meetings, and events, Monitoring office supplies and ordering replacements, Assisting with copying, scanning, faxing, emailing, note-taking, and travel bookings, Preparing facilities and arranging refreshments for events, if required, Observing the best business practices and etiquette.

Customer service agent

Djezzy Mobile telecommunication (Algeria)

September 2017 to September 2018

Maintaining a positive, empathetic, and professional attitude toward customers at all times, Responding promptly to customer inquiries, Communicating with customers through various channels, Acknowledging and resolving customer complaints, Knowing our products inside and out so that you can answer questions, Processing orders, forms, applications, and requests, Keeping records of customer interactions, transactions, comments, and complaints, Communicating and coordinating with colleagues as necessary, Providing feedback on the efficiency of the customer service process, Ensure customer satisfaction and provide professional customer support, Routing inbound calls to the appropriate resources, Answering phones from customers professionally and responding to customer inquiries and complaints, Researching required information using available resources, Providing customers with the organization's service and product information, Following up complicated customer calls where required.

Receptionist

Bravoure Hotel (Algeria)

November 2015 to August 2017

Greet all guests and assist them with check-in and check-out, Maintain a positive attitude and friendly demeanor, Respond to all guest questions and requests, Answer and forward phone calls, Manage guest bookings and reservations, Keep a tidy and orderly workspace, Assist with administrative and clerical tasks as needed.



EDUCATION

Second year of faculty of nutrition science

Targa Ouzemmour University

June 2019

Bachelor degree in science

Martyr Hussein Dawood High school

June 2015



TRAINING & COURSES

Communication skills	Self-Study
Soft Skills	Self-Study



SKILLS

- Excellent Knowledge of Windows.
- Very good knowledge of MS office (Word, Excel, Windows programs).
- Excellent Knowledge of Internet.
- Very good Knowledge in planning and solving problems.

1- Arabic: Native

2- French: Native

3- English:

Reading: Very good

Writing: Very good

conversation: Very good

- Tactful.
- Problems solving.
- Creator.
- Aspire.
- Positive thinker.
- Responsible.

Thanks for giving my curriculum vitae part of your precious time wishing there is a place for me to join your teamwork and be useful member for your esteemed organization.