



Abdesselam BOUNEDJAR

CUSTOMER SERVICE

✉ abdesselamboun@gmail.com

📍 Dubai.UAE

📅 25 years old

🇩🇿 Algerian

☎ 0585464052

👤 Single

Successful customer service and call center with 5 years' experience. Excellent communication skills with people. Recommend product or service enhancements to improve customer satisfaction and sales potential. Analytical thinker and strong negotiation.

Work experience

Customer service [School Tools](#) Algeria

From September 2020 to October 2021

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.

Real estate agent [At ASNAM Real Estate](#) Algeria

From February 2015 to August 2020

I set and managed appointments to show homes to prospective clients, Compared recent property sales to current holdings to ensure competitive market prices ,helped clients decide between financing options to ensure satisfaction, Generated lists of properties compatible with buyer requests and needs, Arranged meetings between buyers and sellers when terms needed to be negotiated. I assisted negotiation of terms surrounding purchases, managed appointments to show homes to prospective clients, compared recent property sales to current holdings to ensure competitive market price.

I helped clients decide between financing options to ensure satisfaction, Arranged meetings between buyers and sellers when they need to be negotiated about terms. I assisted negotiation of terms surrounding the purchases.

Skills

Customer service

Call center

Sales Planning

Manage Processes

Education

Bachelor's Degree in Geology Algeria

From September 2015 to July 2018

High School Algeria

From September 2013 to July 2015

science technology

Languages

English



Arabic



French



Computer skills

MS Excel



MS PowerPoint



MS Word



Skills

Meeting Sales Goals

Communication

Negotiation

Motivation