

MOSTEFA SDARA

International City, Dubai, UAE

Email: mostafasdara2@gmail.com

UAE visa status : residence visa

Mobile : +971 503744863

UAE DRIVING LICENSE



CORE QUALIFICATIONS

- Strong oral and written communication skills in English, Arabic and French
- Excellent customer service skills
- Strong phone contact handling skills and active listening
- Prioritizing, time management and organizational skills
- Relationship management skills and openness to feedback
- Excellent team working and interpersonal skills
- Attentiveness, patience for customers and the ability to adapt to multicultural environments
- Excellent presentation skills
- Ability to use analytical and decision-making skills to offer options and resolve problems in a variety of context
- Ability to respond to rapidly changing priorities, tight timelines, and a fast-paced changing and challenging 24x7 environment
- Strong work ethic and self-confident

COMPUTER AND LANGUAGE SKILLS

Computer skills:

Familiarity with Windows 10/8.1/7/XP, MS Office 2016/2013/2010/2007, internet and email; data entry; fast typing. Microsoft Teams. Zoom. SALAMA Program, CRM

Language proficiency:

Arabic: Mother tongue

English: Fluent (speaking, reading & writing)

French: Fluent (speaking, reading & writing)

WORK EXPERIENCE

DUBAI– UAE

December 2020–December 2021

TELEPERFORMNECE

Dubai Heath Authority (Customer Service executive)

- Providing excellent levels of customer care
- Open and maintain customer accounts by recording account information
- handling complaints and provide the best solution to solve it and note down the suggestions, appreciations
- Recommend potential services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information

- receiving calls and doing outbound calls as well
- receiving emails and sending requests and Manage large amounts of incoming calls
- Booking and rescheduling the appointments and assess customers' needs to achieve satisfaction

Atlantis Hotel White Beach

Dubai, UAE

Team Leader

Mars 2019 – December 2020

- Provide friendly professional and effective services
- Handle all customers queries and comments to ensure customer satisfaction
- Put menu in order, describe and make recommendations to customers
- Take and process customers orders in an accurate and timely manner
- Interact, explain and sell the products confidently and provide an overall exceptional customer experience
- Carry out additional tasks as instructed by the management.

Hilton Hotel

Algiers, Algeria

Receptionist (Internship)

October 2017-April 2018

- Receive guests to the hotel by greeting them warmly, and attending to their inquiries and also answer inquiries over the phone
- Deal with bookings
- Complete procedures when guests arrive and leave
- Choose rooms and handing out keys
- Prepare bills and taking payments
- Take and passing on messages to guests
- Deal with special requests from guests
- Deal with complaints or problems.

EDUCATION

University of Djelfa

Djelfa, Algeria

Master's degree in urban development and environmental protection

September 2015 - July 2017

University of Djelfa

Djelfa, Algeria

Bachelor's degree in urban development

September 2012 - July 2015

Professional training center

Djelfa, Algeria

Diploma in computer science

April 2011 - May 2013