



BOUGRIOUA TAREK



CONTACT

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Abu hail , Dubai



SKILLS

- ✓ Attention to Detail.
- ✓ Active Listening Skills.
- ✓ Improving Customer Experience.
- ✓ Building Customer Loyalty.
- ✓ Positive Attitude.
- ✓ Bilingual Customer Support.
- ✓ Time Management.
- ✓ Complaint Resolution .
- ✓ Problem Solving
- ✓ Computer Skills.
- ✓ Organizational Skills
- ✓ Patience
- ✓ Decision Making
- ✓ knowledge of the products
- ✓ High focus



LANGUAGES

Arabic : ✓ Native .
French : ✓ Advanced .
English : ✓ Advanced .



PERSONAL DETAILS

Date of Birth : 19/10/1993
Marital Status : Single
Nationality : Algerian



OBJECTIVE

Highly energetic person with great personality and motivation, who has a desire to succeed, seeking a costumer service (reception) position with a respectful company or organization to utilize communication skills and love for all things about customer services.



EXPERIENCE

Al Azhar Clinic , Algiers

2019 - 2021

Receptionist

- ✓ Welcoming patients and visitors, answering the telephone and answering any inquiries.
- ✓ Scheduling appointments and keep those appointments on time.
- ✓ Liaising with Medicare and private health fund
- ✓ Comforting distressed patients
- ✓ Booking and organising staff and doctor meetings.
- ✓ Maintaining information confidentiality at all times.
- ✓ Liaising with other medical departments.

Djezzy Telecom Algeria

2017 - 2019

Customer Service

- ✓ Contacting customers to discuss your company's new services.
- ✓ Speaking to customers about new charges.
- ✓ Handling customer complaints.
- ✓ Maintaining customer records by updating their account information.
- ✓ Recommending potential products and services to suit a customer's needs

Grifa Group of Stores

2014 - 2017

Costumer service , Social media management.

- ✓ Receiving and placing customer service telephone calls.
- ✓ Answering social media messages and comments .
- ✓ Take orders by phone , social media .
- ✓ Resolving customer complaints, managing database records, drafting status reports on customer service issues.
- ✓ Make sure that the order reaches the costumer.



EDUCATION

University Of Algiers 2 Bouzareah

2020

Bachelor's degree in English literature