



Abdellatif SABEUR



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Dubai, United Arab Emirates



Nationality : Tunisian

SUMMARY

Detail-oriented and organized accounting graduate with over 3 years of experience in accounting, administration, sales operations, and customer service, including billing and financial support.

KEY SKILLS

- CRM Management
- Customer Service Management
- Office Administration
- Public speaking
- Microsoft Office
- Data entry
- Client relationships
- Team work
- Problem solving

PROFESSIONAL EXPERIENCE

Executive Customer Care

Apr 2024 - Dec 2024

Aster DM Healthcare

UAE, Dubai

- Organizing patient records, consent forms, payments and registration on lifetrenz.
- Determine the financial status, eligibilities, Insurance approvals and Medical Records.
- Book /Schedule /Reschedule /confirm appointments and manage patients concerns and complaints.
- Generate sales leads, identify and assess customers' needs to achieve satisfaction.

Administrative / Call Center Agent

Dec 2023 - Jan 2024

SA MaarQetcall

Sfax, Tunisia

- Review customer accounts, providing billing information, warranties and other items.
- Managing office supplies, company databases and placing orders.
- Making outbound calls, Escalating issues, Handle complaints and Customer support.
- Carry out administrative duties such as filing, typing, copying, binding, etc.

Junior Accountant

Jan 2023 - Nov 2023

CMS Accounting Firm

Sfax, Tunisia

- Working with spreadsheets, sales and purchase ledgers and journals.
- Updating and maintaining procedural documentation.
- Controlling credit and chasing debt, invoice processing and filing.
- Recording, filing cash transactions and ensuring payments amounts and records are correct.

Production Administrator

Jan 2022 - Dec 2022

SB Marketing Agency

Paris, Île-de-France

- Coordinate office procedures and resolve administrative problems.
- Handling customer complaints and providing proactive customer outreach.
- Manage and maintain production documents, including contracts, schedules, and contact lists.
- Assist with the onboarding of new team members and Provide administrative support to the production team.

EDUCATION

University of Economic Science and Management of Sfax

Sep 2020 - Jun 2021

Accounting and Tax Techniques licence

Sfax, Tunisia

Mohamed Ali High School

Sep 2017 - Jun 2018

Economy and Management baccalaureate

Sfax, Tunisia

CERTIFICATES

- **Participation certificate** - Fire, Safety and Risk Management Day Dubai - 2024
- **Expert judge** - Hult prize international competition for innovators FSEG Sfax - 2022
- **Customer Service: Handling Abusive Customers** - linkedin learning - 2021
- **HPCP01 Pitch Course** - Hult Prize International Business School Certificate Program - 2021

LANGUAGES

• **Arabic** : fluent

• **French** : fluent

• **English** : fluent