





Mehdi Soltani

ABOUT ME

Looking forward to achieve a challenging position in a firm where my skills and potential will be effectively utilized, contributed and enhanced the company's integrity, beside developing my self and my professional growth.

 +971 524 355 367
 mehdisoltani392@gmail.com

 Al-Barsha one Dubai

 August 04 1991

 Algerian

LANGUAGE

Arabic : Native speaker
English : Fluent
French : intermediate



EDUCATION

June 2014 Larbi ben M'hidi University
Bachelor Degree in English Linguistics



WORK EXPERIENCE

08/2018
Till Date

Teleperformance - Dubai

Senior Technical Support Specialist-Apple Care

- Answering incoming calls from clients from MENA region to deal with technical issues with solving them.
- Collecting customer information and identifying the problem by assessing and analyzing symptoms.
- Coordinating with all departments to ensure the best service.
- Handling Billing and payment inquiries Related to Customers iTunes and App Store accounts
- Follow up with clients to make sure service is going well.

01/2018
08/2018

Road and Transport Authority RTA - Dubai Contact Center Executive

- Addressing customer's concerns And Providing product and service information.
- Managing and resolving customer's complaints.
- Maintaining company's data-base updated.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests.
- Exploring opportunities to add value to job accomplishments .

04/2016
012/2017

Accredited Attorney by Supreme Court– Oum El'Bouaghi, Algeria.

Attorney Assistant

- Performed varied administrative tasks involving the preparation of statements, reports, writing letters to the Ministry of Justice.
- Met with clients on daily basis, listening to their concerns and complaints, guiding and informing them about procedures.
- Operated office equipment and computers utilizing a variety of software packages.
- Responded to telephone from clients and places calls to clients and courts, utilizing in-depth knowledge of policies and procedures



ACHIEVEMENTS

- Achieved 03 product skills at Teleperformance.
- Top Target Achiever with RTA.
- Exceeding sales targets



SKILLS

- Team work
- Client relationship building
- Computer skills Coherent and updated on the social media
- Proficient in Microsoft office areas
- Customer satisfaction Leadership and communication



INTERESTS

- Public relations
- Technology updates
- Sales tactics

References are available upon request