



## ZOUBEYR BELAHCENE

**Nationality:** Algerian

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**Mobile Number:** +971529096134

**Visa Status:** Visit Visa

**Location:** Dubai

### Summary

A seasoned Customer Service Administrator with 6+ years of experience is seeking a position in a fast-paced environment, that will allow me to grow and strengthen my knowledge.

### Skills

- Trilingual; Arabic, English and French.
- Quality and Productivity Improvement.
- Problem Resolution.
- Personnel Supervision
- Well-Developed Listening Skills.
- Oral Communication
- Excellent phone manner.
- Leadership Development
- Public Relations
- Performance Evaluations
- Training skills
- Time Management

### Experience

#### Sales Associate

September 2018 to May 2021

#### LC Wikiki ( Algiers, Algeria)

- Greet and direct customers
- Provide accurate information (e.g. product features, pricing and after-sales services)
- Answer customers' questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell products
- Ensure racks are fully stocked
- Manage returns of merchandise
- Coordinate with the Retail Sales Representatives team to provide excellent customer service (especially during peak times)
- Inform customers about discounts and special offers
- Provide customer feedback to the Store Manager

#### Customer Service

Jan 2016 to July 2018

#### Oredoo ( Algiers, Algeria)

- Interacting with customers, providing information in answer to inquiries about products, accounts and services
- Answering the questions of customers regarding the organizations products or services and its operation or maintenance.
- Handling and resolving customer complaints, or special orders via mail or phone.
- Receiving and processing orders, providing information concerning changes, pricing in service, and shipping
- Adjusting complaints concerning services or billing rendered.
- Coordinating customers service requirements with other appropriate departments as necessary to ensure effective customer service.

## **Call Center Representative**

**March 2015 to July 2016**

### **Mobilis ( Algiers, Algeria)**

- Responds to telephone and/or Internet inquiries from customers seeking information and/or resources following a set standard.
- Collects relevant caller data to assist with measurement, tracking and reporting activities.
- Track inquiries, questions and answers and provide resolution.
- May perform clerical or administrative duties.
- Performs other duties as assigned.

## **Sales Associate.**

**October 2013 to December 2015**

### **Kiğılı (Algiers, Algeria)**

- Manned and walked the sales floor, proactively and reactively assisting customers With questions, concerns, and item purchases.
- Maintained up-to-date product knowledge and information on upcoming product releases
- Guided customers on purchases based on interests, promotions, and other sales and preferential parameters.
- Performed general store upkeep during store hours and after closing, including cleaning messes, organizing shelves, and restocking items Key Achievement

## **Education`**

### **Masters In Civil Engineering**

**2011- 2016**

Souk Ahras University, Algeria

## **Languages**

**English:** Fluent (Speaking, writing, reading, and listening)

**Arabic:** Excellent (Speaking, writing, reading, and listening)

**French:** Excellent (Speaking, writing, reading, and listening)

## **Declaration**

**I affirm that the above mentioned data are true to the best of my knowledge and belief, I also affirm that I will full fill my obligation effectively and efficiently.**