

Bensafighoul Youcef

Professional and personable customer service representative with 5 years of experience handling inbound calls for telecom and sales retail companies , patience and efficiency to minimize customer dissatisfaction and increase customer loyalty. identifies customer needs and delivers effective solutions to problems. committed to provide high-quality customer care to create a positive shopping experience. personable and profession under pressure with motivated, energetic nature,

PERSONAL DETAILS



24 Years old



DUBAI MARINA , UAE



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PERSONAL SKILLS

- Excellent Communication Skill both written and verbal
- Proficient in relevant computer applications
- Functional Area-ITES, BPO, KPO, LPO, Customer Service, Operations
- Coordination Of Works
- Knowledge of customer service practices and principles
- work under high pressur

LANGUAGES

ARABIC

ENGLISH

FRENCH

SPANISH

GERMAN

HOBBIES

- Charity navigator
- Riding
- Sport

WORK EXPERIENCES

▪ Customer service representative – DU, DUBAI, UAE,

Duration | 2019 To 2020

- Process orders, forms, and application,
- Discussing billing issues with the customer and offering possible solutions.
- sell products and services,
- Provide product and service information to customers,
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- handling customers complaints, inquiries and do the possible to fix the issues

▪ Call Center Agent – National Statistics Office (ONS),Algeria,

Duration | 2017 To 2019

- Making calls to make statistics the number of family members and their standard of living.
- Management and resolve customer complaints,
- Making approximately 900 outbound per day in a friendly and courteous manner, Research required information using available resources,
- Providing feedback on the efficiency of the customer service process.

▪ Sales Executive – LG Store, algeria,

Duration | 2015 To 2017

- Guiding the customers about the product by providing enough information and advices,
- Keeping the customers updates by means of constant notifying regarding the customers preferred sales , and future products of potential interes,
- Answering and addressing all customers questions, complaints and concerns in a quick, efficient and friendly manner,
- helps customer make selections, offering suggestions and opinions,
- Quoting price and discounts, as well as credit terms, trade-ins, warranties and delivery dates,

EDUCATION

▪ UNIVERSITY OF IBN KHALDOUN TIARET - ALGERIA | july 2019

Master degree in english language teaching,

▪ UNIVERSITY OF IBN KHALDOUN TIARET - ALGERIA | july 2017

Bachelor degree in english language teaching,

▪ CFA ALGERIA | Sep 2018

Senior technician in computer science

PROGRAMMING TOOLS



Word



Excel



PowerPoint