



BOUTAYA FOUAD
EL SAAD –Doha QATAR

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[Work Visa with N.O.C](#)

Transferable

Customer service agent

Career Objective:

Enthusiastic customer service professional with more than 12 years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity, dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Highly motivated and outgoing individual with much of management experience. Competent team player who can successfully inspire fellow colleagues.

Summary of Skills:

- Able to adapt tone, language and style for different customers and situations.
- Creating a good first impression.

- Handling and recording cash payments from customers.
- Meeting customer expectations in areas such as timeliness, quality and consistency.
- Building customer relationships and loyalty.
- Projecting a professional image face-to-face, on the phone and via e-mail.
- Able to say 'no' constructively and give 'bad' news in a tactful way.
- Knowledge of phrases and keywords that can generate a customers' confidence.
- Able to control a conversation and quickly obtain relevant information.
- Experience of leading teams.
- Ability to remain calm when dealing with emotional, difficult or distressed people.
- Well presented, polite, tactful and friendly.
- Able to handle aggressive behavior and take control of difficult situations.
- Having a natural flair for talking to people.
- Ability to build rapport effectively and identify solutions to customer's needs.
- Able to handle unreasonable expectations.
- Strong knowledge QHSE: Safety, Security and Environment
- Arabic native speaker.
- Very good Written/ spoken French.
- Very good written / spoken English.
- Elementary proficiency Spanish.
- Used to work as a foreign languages tutor
- Familiar with Microsoft Word and Excel.
- Self-motivated.
- Able to cope under pressure.
- Confident Communicator.

WORK EXPERIENCE:

SARL HAMRICHE DISTRIBUTION IMPORT & EXPORT SWIMMING POOLS EQUIPEMENT (June 2015-March 2022):

- Answering calls
- Handling complaints to building strategies for overall customer experience and fostering loyalty
- Satisfying and convincing customers
- Dada entry and archive the internal administrative documents
- Monitoring and making invoiced and billing
- Delivering information about company's offerings
- Responding to customer inquiries
- Answering questions about companies products and services
- Collecting and analyzing customer feedback
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EURL AYACHI IMPORT & EXPORT OF AUTOMOBILE SPARE PARTS (May 2013 to April 2015):

- Answering calls
- Handling complaints to building strategies for overall customer experience and fostering loyalty
- Resolving customers' issues quickly and effectively
- Data entry and archive the internal administrative documents
- Monitoring and making invoices and billing
- Delivering information about company's offerings
- Responding to customer inquiries
- Answering questions about company's products and services
- Processing orders and transactions

SARL DZ COMP OF COMPUTER HARDWARE AND SOFTWARE (February 2013 to May 2013)

- Answering calls
- Monitoring and making invoices
- Responding customer inquiries
- Processing orders and transactions
- Resolving customers' issues quickly and effectively
- Delivering information about company's products and services
- Data entry archive the internal administrative documents
- Collecting and analyzing customer feedback

ETS SERRADJ MOHAMED FOR CERAMICS (February 2012 to October 2012)

- Answering calls
- Monitoring and making invoices
- Responding customer inquiries
- Processing orders and transactions
- Resolving customers' issues quickly and effectively
- Collecting and analyzing customer feedback
- Delivering information about company's products and services
- Data entry and archive the internal administrative documents

SARL HYDROMAT FOR PLUMBING AND CENTRAL HEATING EQUIPEMENT (November 2011 to January 2012)

- Answering calls
- Data entry and archive the internal administrative documents
- Resolving customers' issues quickly and effectively

- Delivering information about company's products and services
- Processing orders and transactions
- Monitoring and making invoices
- Collecting and analyzing customer feedback
- Responding customer inquiries
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- **SARL MATSI FOR COMPRESORS, BURNERS AND WATER PUMPS (November 2010 to September 2011)**

- Answering calls
- Data entry and archive the internal administrative documents
- Resolving customers' issues quickly and effectively
- Delivering information about company's products and services
- Processing orders and transactions
- Monitoring and making invoices
- Collecting and analyzing customer feedback

NATIONAL MUSEUM OF ALGERIA RIADH EL FATH (July 2010 to November 2010)

- Reception of the touristic visitors
- Ticket seller
- Sharing the vast knowledge with tourists
- Preparation a reporting (weekly report) regarding the different visitors nationalities
- Bilingual guided tours on the history of the site then in the underground galleries to explain the
- Development of the traditional method.
- Management of the good performance of the site.

- Booking tour guide for VIP.
- Answer all inquiries by phone.
- Booking ticket from outside of museum.
- Coordinate between all parts of museum.

Education:

- 2006: Baccalaureate literature and human sciences
- High School Houari Boumediene.
- 2010: Bachelor' Degree in Translation Arabic/ French/English
- 2010: Senior Technician in HSE (Health Security and Environment