



AKBACHE ADEL

SUMMARY

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success, proven ability to establish rapport with clients and exceed sales quotes. Reliable and driven with strong time management and prioritization abilities.



+97430235212



adelakb1997@gmail.com



Qatar-Doha

SKILL HIGHLIGHTS

- Highly Empathetic
- Ability to work under pressure
- Ability to work under minimum supervision
- Flexible hours ☑ Patient, Motivated self-starter
- Excellent communication with the team
- Presentation and negotiation talent
- Displays positive professional outlook and behavior

LANGUAGES

- English
- Arabic
- French

HOBBIES

- Football
- Traveling
- Books
- Movies

EXPERIENCE

Essences Fragrances– Perfumes Customer Service – Algeria

- Launching and distributing several products
- Researching the market on a regular basis for related products and customers
- Arranging several effective client demonstrations.
- Liaising with the suppliers in order to make sure that existing orders increase.
- Provided clients with great quotations.
- Communicated any new products to our customers.
- Grow new product sales 100% in 2 month.
- Regularly targeted sales goals.
- Attended trade shows and sales conference to maintain up to date knowledge and network with industry contacts.
- Actively cold and warm call potential clients to get a foot in the door.
- Used networking opportunities to create successful, on-going business

PERFUMES WOUROUD– Perfumes Customer Service – Algeria

- Updated customer orders from start to finish in an accurate and timely manner.
- Handle 90+ calls daily, with duties including signing up new customers, retrieving Customer data, presenting relevant product information, and cancelling services.
- Scheduled staff shifts to cover peaks and lulls in customer inquiries.
- Resolved associate, tool and service delivery issues revealed by statistical reports.
- Memorized entire line of company products & services, including prices and special discounts
- Remained courteous and calm at all times, even during moments of intense customer displeasure
- Determining appointments for after sales service.

EDUCATION

Master Degree –Automatic and industrial computing – Mohamedbachir El-Ibrahimi UniversityBordj Bou Arreridj-2018 – 2020.

Bachelor Degree –Automatic – Mohamed bachir El-Ibrahimi University-Bordj Bou Arreridj2015 – 2018.