



OUSSAMA AGOUR

Customer Service Representative

Experienced Customer Service Representative with 3+ years providing top - notch service to customers. Skilled in resolving customer issues and developing long - term relationships.

Contact

Phone

+974 66311449

Email

agouroussama1998@gmail.com

Address

Unit N 7 Zone 51 St 467 B 176
Doha , Qatar

Education

2018
BACCALAURÉAT SCIENCES M . A
Abou Lkacem Zyani/khénifra , Morroco

01/10/2018-30/06/2020
Diploma Hospitality Mangement
I.C.H School Morroco

Skills

- Presentable -Expert
- Communication -Expert
- Interpersonal -Expert
- Empathy-Expert
- Patience-Expert
- Listening-Expert

Language

Arabic
English
Frensh
germany(A2)

Experience

01/01/2023 - Currently

West walk | Doha , West Walk

Customer Service Representative

- Developed and implemented customer service policies, procedures and standards to ensure customer satisfaction .
- worked in a team environment to ensure customer inquiries were answered promptly and accurately.
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally.
- Coordinated with other departments to ensure customer service objectives were met.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs

2021-2022

Ramen | Musherib , Doha
Guest Services

- Handled customer complaints and inquiries in a professional and courteous manner.
- Performed daily customer service related tasks such as data entry and order processing
- Developed and maintained positive relationships with customers through excellent communication skills and follow-up skills
- Coordinating between the Warehouse staff and Sales team to ensure products are placed and being delivered on time as per schedule
- Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
- Detailed study and understanding on product knowledge and selling skills periodically

2020-2021

ATLAS HOTEL | Ifran , Morroco

Receptionist

- Ensure reception area and meeting rooms are clean and in order throughout the day and ready for the next meeting.
- Answer all incoming internal/external calls promptly and in a professional and courteous manner
- Ensure callers are connected/redirected to the right person promptly, or accurately take a verbal message and relay it to the
- Manage and confirm meeting room bookings/reservations requests via calendar invites
- Reconfirm all bookings/reservations on a daily basis