



# Mohamed Saddek Amine Ayoun

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Valid QID, and NOC

Seller Representative with over 3 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude.

## WORK EXPERIENCE

**Telesales agent** 01/2020 to 12/2020

**Ooredoo, Algeria.**

- On average answering 100 inbound customers calls during shift.
- Served customer promptly and knowledgeably.

**Customer cares specialist.** 12/2020 to 05/2021

**The group, Algeria.**

- Handling incoming and outgoing telephone calls with overall customer satisfaction score over 95% in 2020 and 2021.
- Resolved customer complaints and negotiated solutions.

**Sales representative** 07/2021 to 01/2022

**Nike, Algeria.**

- Area Of the store tidy and looking nice
- Helped the customer with anything they need
- Worked in the stock room doing inventory
- Organizes shelves fold graphic t-shirts
- Price and tag all merchandise

**Sales and marketing** 02/2022 to 07/2022

**Decathlon**

- Used Just helping the customer find what they need plus more suggest little things that go with the product they want.
- Watched for and recognize security risks
- Computed sales prices, total purchases and receive and process cash or credit payment.
- Described merchandise and explain use, operation, and care of merchandise to customers.
- Ensured customers received outstanding service

**Seller and Marketer.** 11/2022 to 12/2022

**BEIN Sports, Qatar.**

- Introducing BEIN Sport's products and describing them to customers.
- Selling BEIN Sport's products.

## SKILLS

- Microsoft Office
- Problem Solving
- Customer Service Skills
- Information management
- Communication
- Time Management
- Typing (80 wpm)
- Teamwork
- Intercultural competence

## Education

Baccalaureate, Mathematical Technology Division, Mechanical Engineering. - 2019 High school, Algeria

Bachelor of Energy Mechanical Engineering. - 2022 UNIVERSITY Mentouri Constantine, Algeria

150-hours course in English as a foreign language at a Beginner Level (A1.3). -2022 UNIVERSAL LEARNING CENTER, Algeria

## Languages

- Arabic - *Native or Bilingual Proficiency.*
- English - *Native or Bilingual Proficiency.*
- French – *Full Professional Proficiency.*