

ALAEDINE BH AMARA

C U S T O M E R S E R V I C E A G E N T



PROFILE

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Belhajamaraalaeddine@gmail.com

WESTBAY,DOHA-QATAR

I am a goal-oriented and results driven individual. I'm looking forward to work with a company where I can meet the challenges presented to me and where my skills can be valued to the company. Moreover I am committed to improve my skills to the extent of becoming one of the reliable resources of any organization giving me the chance to join.

SKILLS

- Client satisfaction
- commitment and trust
- Problem-Solving
- Delivering excellence
- Team leader
- Excellent Communication skills

EXPERIENCE

CUSTOMER SERVICE AGENT-RETAIL

kidsmondo

2020-2021

- Process customer returns, answer questions about merchandise, and manage exchanges.
- Respond to service inquiries and coordinate resolutions with management and floor associates.
- Put up signage regarding recall items and changes to store regulations.
- Distribute merchandise to floor associates to be restocked in correct departments
- Cover for cashiers going on break and maintain drawer accuracy.
- Complete shift start/end duties and generate reports for management.

SENIOR CASHIER

Megapolis entertainment centre

2021-2023

- Handling cash.
- Checking the cash float with the opening and the closing shift.
- Making daily closing reports and sending it to the head office, the manager and the supervisor.
- Assist the team when it may require to improve the operation.
- Receiving phone calls and taking feedbacks from clients regarding the service.

SENIOR CASHIER

World of wonder

2023-Present

- Handling cash.
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- Assist the team when it may require to improve the operation.
- Receiving phone calls and taking feedbacks from clients regarding the service.

EDUCATION

MATHEMATICS BACHELOR

Sijoumi high school

2014 - 2016

LANGUAGE

ENGLISH

ARABIC

FRENCH

REFERENCE

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