



Feriel Jrad

Customer service

Dedicated and customer-centric professional with a proven track record in delivering exceptional service. Adept at building positive relationships, resolving issues efficiently, and ensuring customer satisfaction. Eager to bring strong communication skills and a passion for exceeding customer expectations to a dynamic customer service role

Contact

Phone

+216 58070712

Email

foufa.benjrads@gmail.com

Address

19Sahel Street Bardo 2000

Education

2023

Bachelor Degree Executive Assistant
IDCI

2014

Bachelor Degree Accounting
ISCAE

2012

Baccalaureate Sciences
Bardo 2

Expertise

- Management skills
- Soft skills
- Digital Marketing
- Communication
- Leadership
- Problem Solving

Language

English

French

Arabic

Experience

○ 2022 - Until now
BSHOPPER

Educational Advisor

Guide students in academic and career choices, assist with admissions, provide resource support, offer counseling, coordinate educational programs, stay updated on policies, maintain records, and build networks for holistic student development.

2019 - 2021

○ WEBADVANCE

Sales Manager

Lead sales teams, develop strategies, monitor performance, conduct training, manage client relationships, analyze market trends, collaborate with cross-functional teams, and deliver impactful sales presentations for optimal results.

2017 - 2018

○ IDCI EVENTS

Event manager

Plan and execute events, manage budgets, coordinate vendors, lead teams, communicate with clients, troubleshoot issues, contribute to marketing efforts, and evaluate post-event for continuous improvement.

2015 - 2017

Mb Suarl

Customer service manager

Lead and motivate customer service teams, drive performance, resolve escalated issues, implement process improvements, and analyze feedback to enhance overall customer satisfaction.