

ABDERRAHIM AMRI

Customer service Associate

📍 Qatar, Doha, Doha, Qatar

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+ ABOUT ME

Obtain a position that will enable me to use my strong sales skills, marketing background and abilities to work well with people.

+ EDUCATION

- IBN AL JAZZAR College
2010
BACHELOR'S DEGREE

+ SKILLS

Management

Customer Service

Microsoft Excel

Communications

Sales

Business Sense

Critical Thinking

Teamwork

Microsoft Outlook

Problem Solving

Time Management

Interactive Communications

Professional Communication

Equinox (OSGi)

+ LANGUAGES

English

Arabic

French

+ WORK EXPERIENCE

- QLM medical and life insurance
Doha
MAR 2023 - PRESENT
CUSTOMER SERVICE ASSOCIATE
 - Respond promptly and professionally to incoming customer inquiries in person, by telephone, or by email
 - Maintain an updated knowledge of the organization's products, services, and customer service policies
 - Document customer interactions when necessary, compiling documents and forwarding information to interested parties
 - Explain simply and clearly in response to customer questions and check for customer understanding and acceptance
 - Recommend new products or services or make suggestions for improvements by identifying relevant features and benefits
 - Assist clients by demonstrating the use of goods and programs and answering any questions they may have
 - Participate in training opportunities provided by the organization or by outside entities
 - Establish and maintain good rapport with customers by using positive language and anticipating their needs
- Al Khaleej Takaful insurance
CALL CENTER AGENT
 - Answering phones from customers professionally and responding to customer inquiries and complaints.
 - Researching required information using available resources.
 - Handling and resolving customer complaints regarding product sales to customer service problems.
 - Providing customers with the organization's service and product information.
 - Processing forms, orders, and applications requested by the customers.
 - Identifying, escalating priority issues and reporting to the high-level management.
 - Routing inbound calls to the appropriate resources.
 - Following up complicated customer calls where required.
 - Completing call notes and call reports as necessary and updating them in the CRM.
- Vodafone
Doha
JUN 2019 - DEC 2022
RETAIL STORE ADVISOR
 - Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
 - Recommend potential products or services to management by collecting customer information and analysing customer needs
 - Generate sales leads
 - Contribute to team effort by accomplishing related results as needed
 - Prepare product or service reports by collecting and analysing customer information
 - Identify and assess customers' needs to achieve satisfaction
 - Build sustainable relationships and trust with customer accounts through open and interactive communication
 - Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
 - Keep records of customer interactions, process customer accounts and file documents
 - Follow communication procedures, guidelines, and policies
 - Go the extra mile to engage customers
- SOGITEX
Kairouan
JAN 2017
ADMIN
 - Coordinate office activities and operations to secure efficiency and compliance to company policies
 - Supervise administrative staf and divide responsibilities to ensure performance
 - Manage agendas/travel arrangements/appointments etc. for the upper management