

Mr. Rachdi Chakri

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Sales & Customer Service Representative

summary

Dynamic and results-oriented Sales & Customer Service Representative with a proven track record of delivering exceptional customer experiences. Skilled in engaging with clients to understand their needs and provide tailored solutions. Proficient in handling inquiries, resolving issues, and fostering long-term relationships. Adept at upselling products and services, contributing to revenue growth while maintaining high levels of customer satisfaction. Committed to collaborating effectively within team environments and adapting to fast-paced settings

PROFESSIONAL EXPERIENCE:

Sep 2023 – Sep 2024: Customer Service Representative

At Ooredoo, Setif, Algeria

- Provide accurate information and assistance to customers regarding telecom services, plans, and billing inquiries.
- Diagnose and resolve customer issues related to service interruptions, equipment malfunctions, and account discrepancies.
- Promote and sell telecom products and services, including upgrades to existing plans and new device offerings.
- Guide customers through troubleshooting processes for devices and service features, ensuring a positive user experience.
- Maintain accurate records of customer interactions, issues, and resolutions in the CRM system.
- Work closely with technical support and other departments to address complex customer inquiries and ensure seamless service delivery.
- Educate customers on new technologies, features, and best practices for utilizing telecom services effectively.

Jan 2018 – Jan 2021: Retail Sales

At Decathlon, Setif, Algeria

- Greet and assist customers with a friendly demeanor, providing a welcoming shopping experience and personalized service.
- Utilize effective sales techniques to drive sales, promote special offers, and meet or exceed individual and store sales goals.
- Assist in managing inventory, including receiving, organizing, and restocking merchandise to ensure an appealing shopping environment.
- Address customer inquiries and resolve complaints promptly and professionally, ensuring a high level of customer satisfaction.
- Help maintain store cleanliness and organization, including arranging displays and ensuring compliance with visual merchandising standards.
- Collaborate with team members to create a positive work environment, share best practices, and contribute to overall store success

EDUCATION:

Jun 2018

- ❖ High School Diploma

Sep 2018 – Jun 2021

- ❖ Bachelor degree in private law, El Bashir Ebrahimi university, Bordj Bou Arreridj, Algeria

Sep 2021 – Jun 2023

- ❖ Master's degree in Urban Planning and Management Law, El Bashir Ebrahimi university, Bordj Bou Arreridj, Algeria

TRAININGS & CERTIFICATES:

- ☐ Freelance voice over Arabic, English and French

KEY SKILL SETS & CORE COMPETENCIES

Creating Good Rapport | Business Development | Dealing with Objections | Brand Management |
Fluency in other Languages | Greeting Customers | MS Word and Excel | Retail Software
Flexibility and Adaptability | Quick learner | Stress tolerance | Decision making skills | Coaching
people | Creating Ideas | Positive Attitude | online platforms | Digital Marketing

LANGUAGES: Arabic: Native. English: Fluent. French: Fluent.

COMPUTER SKILLS: MS office - CRM