

# Ridha Zaghdoudi

Date of Birth: 01/09/1978  
Marital Status: Married  
Nationality: Tunisian

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Doha, Qatar



## Personal Statement

I am a reliable, hard-working and trustworthy Hospitality and Guest service. I am able to multi-task, handle pressure, work as part of a team and inspire customers to make a purchase.  
My experience has enabled me to develop good organizational, problem solving and sales skills.  
I am now looking for the opportunity to work for a company that will challenge me professionally and allow me to develop my knowledge and potential further.

## EXPERIENCES

**Nov. 2014 to Sep. 2023: Nnsak Hospitality**  
**Amazon Diet Center**  
**Al Ahly Hospital**  
**Customer Care Agent**

***Qatar***

- Answer, record, and process all guest requests, questions, or concerns via telephone, email, chat, and mobile communication devices.
- Operate telephone switchboard, process Customer requests, and connecting and directing calls to the appropriate extension.
- Receive, record, and relay messages accurately.
- Contact appropriate individual or department.
- Follow up with customers to ensure their request has been resolved to their satisfaction.
- Maintain communication with management.
- Establishes and maintains outstanding relations with customers.

**May.2011 to Sep.2014 Ooredoo Telecommunication**  
**Agent customer services**

***Qatar***

- Deal directly with customers either by telephone, electronically or face to face.
- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.

**May.2007 – Apr.2010 Rayhan Perfumes Comp**  
**Customer service - (Teleperformance)**

***Tunisia***

- Answering customer enquiries or passing them on to the appropriate department.
- Giving information and helping to solve customer problems.
- Processing complaints and, if appropriate, issuing refunds.
- Taking information from customers and entering it on a database.
- Taking payments by cash, cheque or credit card.
- Making sure that the customer's experience is a positive one.

## Education



- June 1997: Secondary school

## Computing & Personal Skills



- MS Office (Word, Excel, Outlook...)
- Browsing internet
- Communication Skills
- Telephone Skills
- Customer service skills

## Languages



- Arabic : Native
- English : Good
- French : Good.