



Ismail Lazab

Salesman/Customer service/Call center

A strong communicator who deals with clients and coworkers in a polite and effective manner, seeking a position in sales, customer care, and call center. where my experience and skills could be successfully used for raised productivity through increasing a dynamic team.

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📍 Doha, Qatar

EDUCATION

Study Program

Ibn khladoun University

09/2019 - 06/2022

Tiaret/Algeria

Courses

- Bachelor's degree in Media and Telecommunication

WORK EXPERIENCE

Salesman

Mohamed El Amine Retail

07/2022 - 03/2023

Tissemsilt/Algeria

Achievements/Tasks

- Welcomes customers by greeting them; offering them assistance.
- Directs customers by escorting them to racks and counters; suggesting items.
- Advises customers by providing information on products.
- Helps customer make selections by building customer confidence; offering suggestions and opinions
- Documents sale by creating or updating customer profile records.
- Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.

Customer service

Family Shop Hypermarket

08/2023 - 08/2024

Tissemsil/Algeria

Achievements/Tasks

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

SKILLS

• Experienced with several computer programs, including Microsoft Office (Word, Access, Excel, and PowerPoint).

• Exceptional customer and personal service skills.

• Excellent verbal and written communication skills.

• Attention to detail.

• Strong knowledge of accounting practices and methods

LANGUAGES

Arabic: Mother tongue

Professional Working Proficiency

English: advanced

Full Professional Proficiency

French: good

Full Professional Proficiency