



Kheir Eddine MEZHOU

Coiled Tubing Operator | Customer Services Professional

Objective:

Dedicated and results-driven professional with a strong background in oil and gas operations, customer service, and hospitality. Currently based in Doha, Qatar, with regular commutes to Oman for client engagements. Seeking to leverage extensive hands-on experience and a commitment to operational excellence in a dynamic and challenging environment.

Education:

- **Brahmi High School of Constantine, Algeria:** BAC in Literature & Foreign Languages (2016)
- **University Mentouri of Constantine, Algeria:** Master of Arts in French Language (2021)

Professional Experience:

Hôtel El Bey, Constantine, Algeria

Part-Time Hotel Receptionist (Family Business) (Mar. 2018 - Sep. 2021)

- Managed evening reception duties, including check-ins, reservations, and customer inquiries.
- Provided a welcoming and professional experience for hotel guests, addressing special requests and concerns.
- Coordinated with other staff to ensure smooth daily operations and guest satisfaction.
- Strengthened interpersonal and organizational skills in a fast-paced hospitality environment.

NESR, Hassi-Messaoud, Algeria

Well Operator, Coiled Tubing (Sep. 2021 – June 2024)

- Worked on client sites, primarily with SONATRACH, and additional clients including CEPESA, FCP, ANADARKO, BP, PTTEP.
- Demonstrated expertise in coiled tubing operations, ensuring optimal well performance and client satisfaction. Contributed to successful operations.

REEMAS TRADING, Doha, Qatar

Customer Services and Sales (June 2024 - Present)

- Manage important and VIP customers, ensuring high levels of satisfaction and personalized service.
- Handle mystery shopper programs, providing detailed reports on customer service quality and sales performance.
- Develop and enhance strong communication and customer service skills, ensuring consistently high levels of customer satisfaction.
- Oversee customer feedback processes, implementing improvements based on insights to elevate service standards.
- Coordinate with the sales team to identify and address customer needs, contributing to the achievement of sales targets.

Skills:

- **Oil & Gas Expertise:** Proficient in coiled tubing operations, safety protocols, and industry standards.
- **Customer Service:** Exceptional communication and interpersonal skills, with a strong focus on client satisfaction.
- **Adaptability:** Thrives in fast-paced, multicultural environments and excels under pressure.

Contacts:

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Doha, Qatar

Muscat, Oman

Certifications:

- HSE Courses,
- Defensive Driving,
- Sales course

Languages:

Arabic ●●●●●

English ●●●●

French ●●●●●

Computer Literacy:

Proficient in Microsoft Office:

- Excel
- Word
- PowerPoint

Hobbies:

- Martial Arts: Kickboxing, black belt,
- Travel: Adventures across North Africa & the Middle East.
- Socializing: Involved in disabled assistance and assisting cancer patients with travel.

References:

- Available upon request.