



CUSTOMER SERVICE REPRESENTATIVE

Fouzai Mohamed syam

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TUNISIAN, 32 Years Qatar-Doha

EDUCATION

Bachelor Degree in
Information
and Communication
Sciences and
Technologies

2010-2014

ISSET COM University

SKILLS

- Communication
- Customer Service (customer facing and backoffice support)
- Technical Proficiency
- Project management
- Including networking
- Problem-Solving
- Multitasking
- Adaptability
- Team Collaboration
- Sales and Promotion:
- Attention to Detail
- Empathy

LANGUAGE

- Arabic
- English
- French

SUMMARY

Results-oriented Customer Service Professional with 8+ years of experience in resolving customer inquiries and exceeding expectations across diverse industries (telecommunications, airlines, fashion). Expertise in utilizing CRM software and a strong commitment to building long-term customer relationship

PROFESSIONAL EXPERIENCE

Customer service representative TUNISIE TELECOM 2018 - 2024

- Sales and Promotion: Sell subscriptions, mobile phones, accessories, and promote special offers.
- Technical Assistance: Help customers resolve technical issues related to their mobile and internet services.
- Account Management: Manage customer accounts, including activation, deactivation, and modification of services.
- After-Sales Service: Handle complaints and after-sales service requests, including repairs and equipment exchanges.

Fiber and GSM network supervisor MOBISERVE Holding TUNISIA 2017 - 2018

- Ensure the proper functioning of the Orange network (FIBRE et GSM)
- Supervision, assignment, and tracking of network maintenance teams
- Creation of planned network corrective maintenance operations
- Coordinate with back-office teams to resolve complex technical problems.

Customer-facing and back office TUNISAIR-TUNISIA 2015 - 2017

- Ticket Sales: Sell airline tickets, manage reservations, and handle flight changes.
- Passenger Check-In: Assist passengers during check-in, including verifying travel documents and issuing boarding passes.
- Customer Service: Address passenger inquiries and resolve issues, including complaints and special requests.
- Flight Coordination: Coordinate with flight crews and ground staff to ensure smooth operations and timely departures.

Sales Associate ZARA-TUNTEX 2012 - 2013

- Sales Associate: Assists customers with product selection, provides information about products, and helps with fitting rooms.
- Customer Service Representative: Addresses customer inquiries, resolves complaints, and provides information about store policies and services.
- Online Order Specialist: Handles online orders, processes returns and exchanges, and provides support for online shopping.

INTERSHIPS AND TRAINING

- Mobile Application Development
- Final Year Project Internship
- Data Science & Analytics
- Orange TUNISIA
- IANCE TUNISIA
- HP LIFE