



SALMA CHEDDAD

Customer Service

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Al Sadd, Doha, Qatar

08/11/2001

Single

Algerian

Languages

English C1

Arabic Native Speaker

Frensh C2

Turkish B1

Skills

Conflict resolution

CRM software proficiency

Interests

Reading scientific and educational literature

Skiing

Video games

Summary

Accomplished, performance-driven Customer Service Advisor with 3+ years of experience in account management, technical support, and customer relations. Adept at handling customer complaints, troubleshooting issues, and juggling multiple projects simultaneously. Seeking a position at [Gtc Compant] to effectively balance customer needs and company demands.

EXPERIENCES

09/11/2019 -
20/12/2021

Customer Service administrator

Gtc Company, Algeria

Dedicated Customer Service Administrator with extensive experience managing client relations and administrative tasks. Highly organised and detail-oriented, committed to improving customer interactions through efficient process management.

12/01/2019 -
28/10/2019

Retail customer service

Al Yosr, Annaba

Retail customer service

Customer Service Representative

Gtc, Algeria

Answered 60+ inbound calls daily to address customer inquiries, resolve issues, and provide information on new products and services.

Customer Service Associate

EVERLANE

Managed a team of 10 customer service advisors, and increased retention rate by 25% by resolving all networking issues for home and small businesses efficiently.

Education

Master's in Marketing

Mouhamed Cherif Messadia , Algeria

19/09/2018
- 20/06/2020

Bachelor of Marketing

Mouhamed Cherif Massadia University , Algeria

12/09/2016
- 09/06/2018

Baccalaureate in Experimental Sciences

High School , Algeria