



RAMZI SAHLI

Energetic Customer Service Representative and Receptionist with `12+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

PROFESSIONAL EXPERIENCE

Customer Service

2021/Current

Hamad Medical Corporation - Qatar

- Familiarizing yourself with and remaining up-to-date with changes in our plans and tariffs.
- Greeting customers in a friendly, professional manner using the suggested script.
- Answering telephonic and e-mail inquiries in a timely manner.
- Deferring queries to your line manager if you are unable to answer them.
- Furnishing members and health care practitioners with details regarding members' benefits.
- Granting pre-authorizations for medical treatment, if covered.
- Advising members of outstanding co-payments.
- Providing extant and prospective members with the details of network providers.
- Canceling members' plans upon their request, or due to recurrent non-payment, if directed by your line manager.
- Ensuring that your workspace remains tidy and that you are equipped with all relevant tools and resources.

Customer Seivce

2020/2021

Topnet - Tunisia

Internet service provider

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- 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.

Receptionist

22-07-2017 / 02-02-2020

Mövenpick Hotel - Tunisia

- Greeting hotel guests; answer any questions or concerns.
- Providing an outstanding guest experience.
- Maintaining an orderly front desk.
- Operating computer programs and multi-line phone systems.
- Maintaining guest records and book reservations.
- Completing basic cashier and bookkeeping responsibilities.
- Contacting necessary staff to solve problems when challenges arise, ensuring guest comfort.

Call Center Representative

01-01-2016/01-06-2017

Teleperformance Call Center - Tunisia

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Making sales or recommendations for products or services that may better suit client needs.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.

Receptionist

06-08-2012 / 24-12-2016

Le Riadh - Tunisia

- Checking guests in and out.
- Receiving and managing reservations made online and telephonically.
- Verifying guests' payment methods during check-in.
- Assigning rooms to guests and informing them of any specials offered by the hotel.
- Organizing transport services for guests at their request.
- Providing guests with information about the hotel.
- Keeping abreast of attractions that may be of interest to guests.
- Serving as a host at conferences, and ensuring that all relevant preparations are made for the event.

CONTACT



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Doha - Qatar

EDUCATION & TRAINING

- Two years in private law at Faculty of Political Science and Law, Sousse,Tunisia.
- Baccalaureate degree in literature.
- Training Certificate in Customer Service.

INTERSHIPS

- Internship in a Lawyer's Office.
- Internships in Al Tijari Bank as Guest Relation.

LANGUAGES

- Arabic : Mother tongue.
- English : Written and spoken (Excellent).
- French : Written and spoken (Excellent).
- German : Written and spoken (Good).

PERSONAL SKILLS

- Attention to detail.
- Customer Service Skills .
- Exceptional communication, presentation, and writing skills.
- Strong leadership and customer management abilities.
- Good interpersonal skills.
- Flexible work hours.
- Exceptional customer service, active listening, and verbal and written communication skills, professional phone voice.
- Understanding of company products, services, and policies.
- Proficiency with computers, especially with CRM software, and strong typing skills.
- Ability to ask prying questions and diffuse tense situations.
- Strong time management and decision making skills.
- Adaptability and accountability.
- Comfortable using computers.