



NABIL BELGACEM

Sales and Contact Center Agent

CONTACT

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Date of birth: 03/22/1989
Nationality: Tunisian
Address: Doha, Qatar

EDUCATION

High school diploma in Italian language and civilizations
Perruggia university **2017-2018**

Italian language and civilizations B2 level

Thesis degree in thermal physics and fluids **2014-2016**
High university of sciences and technology Tunis

Thermal physics and mixed convection via nanofluids
Research master degree in quantum physics
Sciences university Tunis **2011-2013**

Nanoconduction via mono and bilayer graphene

General physics Bachelor degree
Science university Tunis **2008-2010**

SKILLS

- Inbound & Outbound Call Handling
- Product Knowledge & Upselling
- CRM & Call Center Software
- Sales Pitch & Objection Handling
- Complaint Resolution
- Communication & Interpersonal Skills
- Teamwork & Time Management

LANGUAGES

- Arabic (Native)
- French (Intermediate)
- English (Excellent)
- Italian (Excellent)

SUMMARY

Motivated and results-oriented Sales and Contact Center Agent with excellent communication skills and experience in customer service and telesales. Adept at handling high volumes of calls, managing customer inquiries, and promoting products effectively. Proven ability to build rapport, meet sales targets, and ensure customer satisfaction.

EXPERIENCE

- Sales Associate** **2022 - 2025**
REEF PERFUMES, City Center Doha mall, Qatar
- Delivered exceptional customer service, advising clients on fragrance selections tailored to their preferences and occasions
 - Met and exceeded monthly sales targets through upselling and deep product knowledge
 - Maintained in-depth knowledge of perfume brands, ingredients, and trends
 - Supported inventory management and visual merchandising
 - Built a loyal customer base through personalized service and follow-ups
- Contact Center Agent** **2019 - 2021**
Teleperformance Tunisia
- Responded to customer inquiries through phone, email, and chat with high accuracy.
 - Handled an average of 80-100 calls per day, meeting service level agreements.
 - Resolved billing and technical issues for international clients.
 - Recorded customer feedback and escalated unresolved issues to supervisors.
 - Consistently met targets in customer satisfaction and first-call resolution.
- HR Operator** **2017 - 2019**
Xesse shoes shops series Tunisia
- Recruitment & Staffing Posting job vacancies for sales associates, store managers, and other roles. Screening resumes and conducting interviews.
 - Coordinating hiring and onboarding processes. Employee Relations & Engagement Addressing employee concerns and resolving conflicts.
 - Ensuring a positive work environment. Organizing team-building activities and incentives. Compliance & Police Enforcement
 - Ensuring labor laws and company policies are followed Managing disciplinary actions when necessary.
- Coffee shop supervisor** **2011 - 2016**
Al mondial coffee shop Tunisia
- Staff Supervision & Training Oversee baristas and other staff to ensure smooth operations.
 - Train new employees on coffee-making techniques, customer service, and safety procedures. Schedule shifts and manage employee attendance.
 - Customer Service Ensure customers receive high-quality service and products.