



HOUSSEM BENOUDFEL

Doha. QATAR
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Objective

Multilingual and highly organized administrative professional with a strong background in customer service, logistics, and office coordination. Proven experience in managing documentation, supporting financial processes, coordinating logistics, and ensuring smooth internal communication. Adept at working under pressure, maintaining records, and supporting executive-level operations. Seeking a role in a dynamic organization that values efficiency, confidentiality, and team collaboration.

EXPERIENCE

Customer Service Representative, APRIL 2024 – PRESENT

HERTZ RENTAL CAR. QATAR,

- Assisted customers with vehicle reservations, pricing, and rental policies
- Managed daily reporting on rentals, income, and fleet availability
- Handled phone, email, and in-person communication professionally
- Coordinated with logistics and maintenance teams for vehicle readiness
- Resolved customer issues, ensuring high satisfaction
- Maintained administrative and operational records.

TRAVEL CONSULTANT, SEPTEMBER 2022 – MARCH 2024

REGENCY TRAVEL & TOURS - QATAR

- Diagnose clients' specifications and wishes, suggesting suitable travel packages or services.
- Booked flights, hotels, and transport using Galileo GDS
- Managed customer records, payments, and invoicing
- Coordinated with international suppliers for smooth travel services
- Responded promptly to customer issues and booking changes
- Maintained accurate financial and service documentation.

Shipping Manager, DECEMBER 2020 TO APRIL 2022

BRICK LIVE FACTORY, ALGERIA

- Plan and schedule shipments to ensure that products (bricks) are delivered on time and in full. This includes managing the dispatch of raw materials and finished products.
- Scheduled and managed domestic and international shipments
- Maintained inventory and coordinated with the production team.

- Generated logistics reports and tracked timely deliveries
- Liaised between departments and external partners
- Supported inventory planning and reporting

EDUCATION

MASTER'S DEGREE IN INDUSTRIAL HYGIENE AND SAFETY

2018 to 2020 | University of Batna 2, Algeria

Specialization: Occupational Health and Safety Management

Bachelor's degree in safety and industrial health

2015 to 2018 | University of Batna 2, Algeria

Baccalaureate in Process Engineering

2014 to 2015 | Setif High School, Algeria

SKILLS

- Trilingual: Arabic, French, English
- Administrative and document management
- Report writing and data entry
- Financial tracking (invoicing, expenses, reports)
- Travel coordination and logistics support
- Strong communication and interpersonal skills
- Familiar with GDS (Galileo), Oracle
- Excellent time management and multitasking
- Problem-solving under pressure
- Adaptability and initiative

LANGUAGES

Arabic: Native Language

English: Advanced Level

French: Intermediate Level

