

EMIR HANNACHI



Senior Customer Service Agent

📞 97470741305 ✉️ hannachiemir123@gmail.com [in www.linkedin.com/in/emir-hanneshi-1200aw9/](https://www.linkedin.com/in/emir-hanneshi-1200aw9/)
📍 Ad Dawhah ⭐ Currently based in Doha, Qatar. Available for immediate join.

EXPERIENCE

Senior Customer Service Agent

Hamad International Airport

📅 07/2025 03/2026 📍 Doha, Qatar

- Adhere to customer service standards, Standard Operating Procedures (SOPs), and flight/shift requirements.
- Provide customers with accurate and helpful information including but not limited to flight timings, lounges, hotel and other facilities provided.
- Handle lost items within the terminal by logging them into the system and transferring them to the Lost and Found team.
- Liaise with Airport Security, Immigration, and other authorities, ensuring compliance and asset protection.
- Deliver high-quality and seamless customer service, consistently ensuring prompt and effective resolution of customer queries and concerns.
- Deliver high-quality, seamless customer service by ensuring prompt and effective resolution of customer queries and concerns, while maintaining premium customer service standards and achieving customer satisfaction.

Customer Service Representative and Admin assistant

Tunisia Telecom

📅 08/2020 06/2024 📍 Tunis, Tunisia

- Managed daily customer interactions, responding to inquiries and resolving issues related to telecom services, billing, and technical support.
- Coordinated communication between departments to ensure timely resolution of customer requests and maintain high service quality.
- Assisted in processing customer accounts, updating records, and ensuring accurate documentation in line with company policies.
- Supported the preparation of internal reports and performance summaries to help management improve service efficiency and customer satisfaction.
- Maintained organized filing systems and handled correspondence to support smooth office and customer service operations.

EDUCATION

Baccalaureate (High School Diploma Equivalent)

Lycée Al Wafa Rue Raoued

📅 09/2018 07/2022 📍 Ariana, Tunisia

SUMMARY

Admin and Customer Service Professional with proven experience in administrative support and customer relations. Skilled in multitasking, managing inquiries, and maintaining efficient communication to ensure smooth business operations.

CERTIFICATES

📌 **GSAT**
General Security Awareness

📌 **ASAT**
Airport Security Awareness

📌 **TCF**
Test of French Knowledge.

LANGUAGES

Arabic

Native



English

Proficient



French

Advanced



SKILLS

- Effective Communication
- Technical Literacy
- Technical Troubleshooting
- Team Collaboration
- Problem Solving
- Attention to Detail
- Conflict Resolution
- Time Management & Multitasking
- Adaptability & Flexibility