

MOHAMED ABDENNOUR

CUSTOMER SERVICE



Related Experience

Personal Profile

Experienced customer service professional with a proven track record of exceeding customer expectations. Skilled in conflict resolution and problem-solving, with a strong ability to communicate effectively and empathetically. Proficient in various customer service software and technology.

A quick learner and adaptable team player, driven to provide exceptional customer experiences. Seeking a challenging role in a fast-paced environment where I can utilize my skills and experience to deliver outstanding customer service.

EDUCATION

Third year of High school

Ahmed loulou high school, Algeria (2010-2014)

Skills

- Excellent Communication Skills
- Active Listening
- Empathy
- Problem-Solving
- Communication
- Patience
- Adaptability
- Time Management
- Teamwork
- Computer Proficiency

Languages

- English
- Arabic
- French

Contact Information

Mobile +971 55 192 8582

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Address: Masaken Al Muraqqabat 06, Dubai, UAE

SALES REPRESENTATIVE

Swiss Arabian Perfumes Group- Dubai

Jun 2024 - Nov 2024

- Customer Engagement: Welcome customers warmly, listen to their preferences, and recommend suitable perfumes based on their tastes and needs.
- Product Knowledge: Maintain in-depth knowledge of the perfume brands, ingredients, and trends to educate customers and answer any queries they may have.
- Sales Execution: Achieve and exceed sales targets through effective communication, product demonstrations, and upselling techniques.
- Merchandising: Ensure that the perfume display is visually appealing, stocked, and organized according to brand standards.
- Customer Service: Handle customer complaints and returns professionally, ensuring customer satisfaction.
- Promotional Activities: Participate in in-store events, product launches, and promotional campaigns to increase sales and brand awareness.
- Inventory Management: Assist with stock control, including inventory counts, replenishment, and the management of samples.
- Team Collaboration: Work closely with the team to achieve overall store goals and provide feedback on customer preferences and product performance.

CUSTOMER SERVICE AGENT

Sheikh Mohd Saeed Group of companies - Dubai

January 2023 - June 2024

- Answering customer questions about products, services, or company policies.
- Troubleshooting problems, addressing complaints, and finding solutions to customer concerns.
- Giving details about products, services, pricing, and promotions.
- Handling customer orders, payments, and returns.
- Promoting additional products or services to customers.
- Recording customer interactions, inquiries, and resolutions in a customer relationship management (CRM) system.
- Gathering customer feedback and suggestions for improvement.

RESERVATION AGENT

Rym Aljamil Hotel ALGERIA

May 2019 - March 2022

- Assisting and advising customers who may be choosing from a variety of travel options.
- Making reservations for customers based on their various requirements and budgetary allowances.
- Checking the availability of accommodation or transportation on the customers' desired travel dates.
- Processing payments and sending confirmation details to customers.
- Selling and promoting reservation services.
- Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.

REFERENCE

Chahrazed car rental

Mobile +213 55 192 8582
Email: Chahrazedcars@gmail.com

Rym Aljamil Hotel

Mobile +213 62 192 1290
Email: info@rymhotel.com

CUSTOMER SERVICE AGENT

Chahrazed Cars Rental - ALGERIA January 2018 - March 2019-

- Responded to customer inquiries and concerns via phone calls and emails.
- Proactively reached out to customers to provide support and information.
- Provided detailed information about the company's products, cars and services.
- Assisted customers in resolving issues related to the company's services.
- Developed and maintained the company's frequently asked questions (FAQ) page.
- Answered customer questions about the company's cars and services.
- Processed customer orders and transactions efficiently and accurately.
- Troubleshoot and resolved technical issues and problems experienced by customers.
- Managed and resolved customer complaints in a timely and professional manner.
- Gathered and analyzed customer feedback to improve the company's products and services.