

Mr Bouguessa Abdessetar

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Date of birth: 04 -11- 1994

Nationality: Algeria

Visa Status: Visit Visa.



Qualifications Summary

It would be an honour to be part of your corporate family, having challenging position, as I see myself suitable and competitive.

I am responsible person and i can handle pressure, always smiling and willing to help my customers and my colleagues.

I Enjoy working in commercial environment as this gives me the opportunity to interact with different people every day.

I am a trustworthy person, punctual besides being a good team player. I'm an outgoing person, always smiling and willing to help my customers and colleagues

Professional Experience

Receptionist:

Health center
(Mila Algeria)

2016/2018 (3) years Experience

- Taking care of injured patients. Making sure that the office is smooth
- Manage the front desk by receiving incoming calls, greeting and attending to customers
- Keep records of patients who visit the cabin
- Assist customers with answers to queries, and proffer solutions to issues within your capacity
- Ensure that clients make payment for services before they exit the centre.
- Keep clear records of payments received and make detailed notes of balance payments
- Check emails and respond to them accordingly; draw the attention of management to certain mails when necessary
- Communicate with other staff.

Sales Representative:

Souiki showroom
Algeria (Mila)

2014-2016 / (02) years

- Assist customers on the showroom floor with finished plumbing, lighting & appliance selections
- Educate customers on the selection process
- Build lasting relationships with customers by attentively following up on inquires and purchases
- Support sales and management efforts of other Souiki associates with a positive attitude and team focus
- Sell the Souiki Showroom Value ("The best people, products, and service")
- Acquire and maintain sufficient product knowledge and strive to continually increase knowledge base
- Learn internal systems and processes to engage in transactional selling
- Participate in on and offsite meetings, trainings, and events as required

Call Centre Agent:

Djezzy Phone Network Operator

Mila, Algeria

2014-2016 / (06) Months

- Attracts potential customers by answering product and service questions, suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment,
- Following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments .
- Recommends potential products or services to management by collecting customer information and analyzing customer needs .
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

Educational Background & Certificate

High School certificate

High School Certificate (Mathematics, problem solver) in Meghlawa High School, Mila, Algeria.

Training Cabin Crew – Airline workshop - Algeria

Algeria, Algeria

1 month

2016/2017

- Performance and customer service
- Welcoming passengers on board and directing them to their seats
- Making announcements on behalf of the pilot and answering questions during the flight
- serving meals
- Reassuring passengers and ensuring that they follow safety procedures
- Giving first aid where necessary
- Completing paperwork, including writing a flight report.

Language

Arabic (mother language)

English (excellent)

French (excellent)

Skills

- Very good Computer knowledge : Word - Excel ...
- Flexibility , can do attitude , able to learn
- Confident , Self Motivated , Creative , Patient
- Team work , building connection's
- Learn fast