

Abdesselem Benlebna Customer Support

📍 Dubai, UAE.

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in @Abdesselem Benlebna



Dear Hiring Manager

With this letter and the attached resume, I would like to express my sincere interest in the Customer Support Specialist position you have available. As a highly skilled and successful customer service and product support specialist with a background in ensuring outstanding customer experiences, I possess a wide range of knowledge and experience that will allow me to contribute toward the success of your company.

My background includes successfully enhancing customer response strategies, implementing new processes, and managing overall customer service functionality to maximize loyalty, productivity, and growth. Through my experience, I have become adept at overseeing a wide variety of responsibilities to optimize corporate performance while demonstrating a steadfast commitment to maximizing customer service and satisfaction. Furthermore, my excellent communication, problem-solving, and time management talents are certain to render me an immediate asset to your team.

The following achievements demonstrate my qualification for this position:

Excelling in customer service and support positions for the past 6+ years, providing comprehensive support via phone, online chats, and email to resolve technical issues and concerns.

Evaluating customer concerns and preparing trouble tickets detailing problems to expeditiously and thoroughly resolve customers' technical issues.

Earning praise and formal recognition from management, peers, and customers for outstanding achievements in customer service and commitment to top-flight quality.

Proven success in complementary skills including up-sales, project leadership, staff training and team collaboration.

My dedication to optimizing customer service success will contribute immensely to the success of Foxtrot Systems, and I am confident that my additional skills will readily translate to your environment. Thank you for your consideration, and I look forward to speaking with you soon.

Sincerely,
Abdesselem Benlebna

CONTACT

Abdesselem Benlebna Customer Support

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OBJECTIVE

Enthusiastic Customer Support Specialist with 6+ years of experience in different industries, providing exceptional customer experiences. Extensive proficiency in CRM and support ticketing systems with a solid technical background. Recognized for leadership skills and a passion for delivering world-class customer service.

EXPERIENCE

2022-2024 -

- Telesales Agent**
Grand Alliance Commercial Brokerage, Dubai, UAE.
 - Grand Alliance Commercial Brokerage
 - Promoting the online trading platform targeting higher number of clients on monthly basis.
 - Making cold calls for new leads.
 - Following up with potential clients.
 - Providing support regarding accounts creations and deposits.

2020-2022 -

- Senior Customer Support Specialist**
Kiabi, Algiers, Algeria.
 - Orchestrated the overhaul of the complaint resolution process, reducing resolution time by an average of 2 days.
 - Championed the customer feedback program, incorporating customer suggestions into service improvements.
 - Exceeded annual sales targets through effective upselling techniques, adding an extra extended warranty sales.
 - Proven success in complementary skills including up-sales, project leadership, staff training and team collaboration.

2018-2020 -

- Customer Support Associate**
LG Electronics, Algiers, Algeria.
 - Provided technical support for customers experiencing difficulties with company software Tech.
 - Reduced software product returns by 10% by effectively troubleshooting and resolving customer issues.
 - Aided in the development of a new support software which cut down ticket response time by 15%.
 - Consistently recognized as top performer, resolving 80% of tickets in first call.

EDUCATION

2017

- Master's degree Environmental engineering associated to hydrocarbons UMBB ex: INH**
University of Algiers 3, Algiers, Algeria.
✓A+

2015

- Licence degree/chemical and pharmaceutical methoda engineering SKILLS UMBS-ex: INH**
University of Algiers 3, Algiers, Algeria.
✓A+

SKILLS

- Very customer-service focused Conducts all interactions with courtesy
- Conducts all interactions with courtesy.
- Excellent interpersonal and oral communication skills.
- Good critical thinking and problem-solving abilities.
- Reports all issues to management immediately.
- Excellent fraud detection, Excellent listening skills and the ability to answer questions.

COMPUTER SKILLS

- **Highly skilled at :**
E-mail : (G-mail, filters, folders).
MS Office : (Word, Excel, power point, outlook).
Spread sheets : (Excel, Google sheets).

LANGUAGES

- English ✓ C2 Fluent .
- Arabic ✓ Native Speaker.
- French ✓ C2 Fluent.

PROJECTS

- **Investing in myself**
Likely working towards a career as a project manager.

INTRESTS

- Discovering IT world zealous for the creation of platforms, brainstorming my ideas to provide an easy life for people surrounding me, traveling for improving my social net and learning new things.

VISA STATUS

- Sponsored visa .

NATIONALITY

- Algerian .