



CHAKER ZIDANI

Customer service

SUMMARY

Experienced in customer service roles, adept at addressing inquiries, resolving issues, and maintaining high levels of customer satisfaction. Skilled in communication, problem-solving, and teamwork, with a commitment to delivering exceptional service

ABOUT ME

Nationality : Algeria

Age : 22

Height : 175 Cm / Weight : 70 Kg

Address : Dubai

Mobile Number : +971554542083

Mail : zidani.chaker.34@gmail.com

EDUCATION

EDUCATIONAL QUALIFICATION

Bachelor Degree Diploma :
University Of Batna 2 / Algeria
(2019/2022)

High school Diploma:
Yahiaoui Moussa Secondary school,
Batna / Algeria (2016/2019)

SKILLS

Excellent Customer service

Communication

Problem Solving and conflict resolution

Team Work

Always smiling and patient

Attention to detail and organization

LANGUAGE

Arabic

English

WORK EXPERIENCE

WAITER

Bosnian House Restaurant/Global Village/Dubai
2023/2024 Season

- Took And Accurately relayed customer orders to the kitchen
- Provided attentive and friendly customer service in a fast paced fine dining environment
- Handled customer complaints and inquiries with professionalism , resolving issues to their satisfaction

CUSTOMER SERVICE

Bab Ezzouar Mall/Algeria
2022/2023

- Greeted and assisted visitors
- Answering all visitor inquiries and assisting with carrying items upon request
- Handling approximately 20 to 40 inquiries daily
- Coordinating with colleagues to ensure full coverage of the mall and provide the best possible service

RECEPTIONIST

Hotel D'Or/Batna/Algeria
2021 (May - October)

- Scheduled appointments,meeting,and conference room bookings
- handled incoming and outgoing mail,packages and deliveries
- Assisted with various administrative tasks, such as data entry and document management