



HAMDI SARHANI

Reservation Agent & Customer services

CONTACT



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Tunisia, Nabeul

EDUCATION

Bachelor's degree

Faculty of Economics and Management, Nabeul

JUN 2016

Business Administration with a specialization in Marketing

SKILLS

Multitasking

Creativity

Problem-solvers

Stress and time control

Adaptability

Communication

Team Collaboration

Fast Learning

LANGUAGES

English Fluent

Arabic Native

French Advanced

PROFILE

Dedicated, customer-focused Service Agent with deep experience in delivering exceptional service and managing customer demand across online and offline channels.

Proven expertise in effective communication, problem-managing, and using management systems to optimize workflow. Committed to ensuring a positive and seamless customer experience.

Flexible and committed to maintaining a high level of professionalism in fast and constantly changing environments.

WORK EXPERIENCE

Head of Reservation Team

Airbetter Holiday Homes LLC

October 2021 - Present

- Provided daily guidance and training, both verbally and through the employee app Connecteam, to develop team members, ensuring a high standard of service and efficient operations.
- Utilized reservation management systems, specifically "Monday CRM," to optimize workflow, successfully processing an average of 10 reservations and handling 5 inquiries daily. This significantly enhanced both work efficiency and responsiveness to customer queries.
- Communicated effectively with five departments including marketing, sales, finance, and operations, to optimize reservation processes, elevate the overall guest experience, and ensure prompt responses to customer queries.
- Reached an outstanding 96% conversion rate of received reservation requests into confirmed reservations.
- Attained an exceptional 98% guest satisfaction rate through adept communication.
- Maintained a 5-minute maximum response rate in handling over 30 emails, 50 platform messages, and 60 messages daily in the past year.

Cashier

Anouar Market

Jan 2021 - October 2021

- Delivered outstanding customer service to over 31 customers per hour, with a friendly demeanor.
- Attained a remarkable 95% positive buyer feedback through welcoming interactions.
- Successfully met and maintained cashier sales targets.
- Balanced efficient transaction processing with exceptional customer service.

Cashier

Poulina Group Holding Carthage Land

March 2019 - December 2020

- Demonstrated excellence by efficiently serving over 350 customers per 8-hour shift.
- Performed accurate and efficient order entry on the cash register, with an average of 44 orders per hour.
- Earned outstanding feedback from its customers, accumulating over 100 positive comments in just 4 months.
- Recognized as a top performer for three consecutive months, highlighting consistent excellence in job performance.

EXPERTISE

- Proficiently utilize the significant three Microsoft Office applications (Word, Excel, and PowerPoint).
- Specialized knowledge in efficiently managing reservations across multiple platforms: Airbnb, Booking.com, Agoda, Expedia, Vrbo, and more, covering over 8 channels.
- Quick and efficient response to emails and messages.
- Proven expertise in analyzing and solving specific problems with a success rate of 80%.
- Proficient in internal and external communication strategies
- Proficient in utilizing customer relationship management software to respond effectively and meet 100% of daily customer needs.
- Expertise in employee management software for 30 employees, with specific competence in Connecteam
- Highly competent in using the Smartsheet platform to manage and build data for day-to-day use.

WORK EXPERIENCE

Communications coordinator

Independent High Authority for Elections

february 2018 - May 2018

- Ensured swift and efficient communication between more than three intervening parties involved in the electoral process using social media communication apps and phone calls.
- Successfully resolved electoral disputes between the Commission and the 5 candidates, as well as conflicts among the 5 candidates themselves.
- Strategically selected 78 election-day workers based on specific criteria using the Microsoft system for filtering, significantly contributing to the overall success of the elections.
- Achieved zero infringements by candidates during the elections, and zero irregularities were reported, supported by recognition from the Supreme Elections Commission and the Tunisian Auditors Department.

Communication and Registration Officer

Independent High Authority for Elections

June 2017 - August 2017

- Facilitate citizen registration by explaining and interpreting the process to make it accessible and understandable through direct contact with over 250 citizens a day.
- Ranked second in performance among more than fifty colleagues in encouraging and registering citizens to vote,

Cashier

Costa mall

August 2016 - March 2017

- Deliver excellent customer service to over 31 shoppers per hour with a friendly demeanor.
 - Promptly and accurately entered orders from over 250 customers into the cash register.
 - Received excellent customer feedback, 7 to 11 good reviews per day.
 - Identified as one of the best employees after only two months in this position.
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