



ABDELHADI BOUHANNACHE

CUSTOMER SERVICE

ABOUT ME

Name: ABDELHADI

Family name: BOUHANNACHE

Nationality: Algerian

Marital Status: Single

Age: 26

CONTACT

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SKILLS

- Excellent Communication Skills
- Great Attention to Data
- Interpersonal and customer service skills
- Analytical and problem solving skills
- Multitasking
- Ability to make a high volume of calls and/or emails daily
- Ability to find the positive in any situation
- Excellent Trouble shooting capability
- Excellent internet utilizing
- Excellent research and data collecting skills

LANGUAGES

- Arabic (Native)
- English (Fluent)
- France (Intermediate)

PROFILE

Results-driven customer service representative with a strong background in problem-solving and conflict resolution and sales. Looking for an opportunity to leverage my skills in communication, teamwork, and customer relationship management to deliver exceptional service and support to your customers

EDUCATION

- **8 MAY 1956 SECONDARY SCHOOL** 2015 - 2016
Baccalaureate Diploma in Experimental sciences
- **NATIONAL INSTITUTE OF VOCATIONAL TRAINING KACEM CHERIF SETIF** 2020 - 2023
Senior technician Diploma in computer sciences :
Maintenance of information systems (16/20)

WORK EXPERIENCE

- **OCTA LAB OFFICE (Mila-Algeria)** 2022 - 2024
Customer Service
 - Provide prompt and courteous assistance to customers via phone, email, social media and in-person interactions.
 - Resolve customer inquiries, complaints, and technical issues in a timely and effective manner.
 - Answer incoming calls from customers regarding inquiries, product information, orders, and complaints in a professional manner.
 - Collaborate with team members and supervisors to meet and exceed performance targets, including call handling time, first-call resolution, and customer satisfaction metrics.
 - Stay updated on product knowledge, company policies, and industry trends to effectively assist customers and address their needs.
- **SOFTECH OFFICE (SETIF-Algeria)** 2019 - 2022
Salesman
 - Selling IT products, laptops, computers and computer parts, gaming PCs, consoles and gaming gear.
 - Selling software, applications, games and gift cards.
 - Selling smart phones, tablets, watches and smart phone products.
 - Field search and contacting clients and making business deals.
 - Provided exceptional customer service, including post-sales support and troubleshooting assistance.
 - Managed social media accounts, messages, posts and launching marketing campaigns on facebook.
- **Algeriatelecom (Ferdjioua-Algeria)** 2018 - 2019
Telesales
 - Placed phone calls to potential customers to educate them on our internet (4G, ADSL, Fiber optique), land line phone offers and installation equipment.
 - Attended meetings to learn about new products and services or changes in current ones
 - Placed sales phone calls and answered calls from customers with inquiries
 - Made field trips to potential high end clients for business deals