

Mohamed Nejib Zagnoun

Customer Service, Call center agent, Administrative



My Contact

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☎ 70 71 80 25

📍 Doha Qatar

🌐 Nationality: **Tunisian**

Languages

- **Arabic: Mother tongue**
- English: Good (Read, written and spoken)
- French: Good (Read, written and spoken)

Skills

- Self-motivated
- Detail-oriented
- Higher achiever
- Strong communicator
- Leadership skills
- Quick learner
- Customer Service Orientation

Academic Qualifications

- **Degree of National Senior Technician in Multimedia and web development**
Higher Institute of Technological Studies in MAHDIA (ISET)
Completed in 2011
- **High School Diploma, Experimental Sciences**
Boumerdès High school
Completed in 2008

Certifications

- **Computer and internet Certificate (C2I)** | Virtual University of Tunis
- **SEO Training 2020** : Complete SEO Guide For Beginners
- Launching an advertising campaign with Google AdWords

Professional Summary

Committed **customer service & sales** expert with experience serving a variety of customers throughout **Tunisia and Saudi Arabia**. Detail-oriented professional who works well under pressure. Notable accomplishments in meeting deadlines and increasing **customer satisfaction**. Excited for the opportunity to work with a new customer base in **Doha Qatar** as a customer service representative or administrative ..

Professional Experience

08/2022 – 01/2023

Stark Security | Administrative Assistant (Qatar)

- Point of contact among FIFA , Interior Minister and Stark Security.
- Prepare and manage reports, manuals, correspondence and other documents using a database or word processing.
- Review records and reports and some lists of data base (Master list, Clothing sizes list, SG training lists).
- Implement Emailing & Coordination.
- Team assistance.
- Follow up data updates.

06/2020 – 05/2022

Polyclinic Excellence Mahdia| Call Center Customer Service Representative (Tunisia)

- Schedule appointments for patients and ensure the following: obtain and enter accurate demographic information in computer medical program (address, phone, insurance etc).
- Inform caller of items to bring to their appointment, remind caller of cancellation policy and answer questions and offer information as requested, to provide patient-focused service and professional customer service.
- Act as a liaison for the patients and health center by directing calls to to other departments as needed, use good judgement in handling calls, especially with urgent matters and problem solve quickly and efficiently. Understand when a call needs to be escalated to the physician/manager/triage nurse.

07/2018 – 05/2020

Taysir Solutions | Call Center Customer Service Representative – Sales (Tunisia & Saudi Arabia)

- Communicating courteously with customers by telephone, email, letter and face-to-face.
- Providing callers with information about the company's products and services.
- **Maximizing customer satisfaction** by resolving service issues promptly.
- **Handling** serious, long-lasting issues with **customers**.
- Promoting for the "TAYSIRBOOKING" booking management system for Saudi hotels companies.
- Managing the sales process for new prospects, from initial contact through to closure.
- Working closely with the marketing team to produce any sales collateral required for the target market.
- Team assistance.
- Follow up data updates.

Core Qualifications

- **MS Office**
- Experience in sales Good analytical and problem solving skills, Effective Communication skills. Exceptional Customer service skills.
- Ability to multi-task, prioritize, and Manage time effectively
- Excellent organizational and Consultative sales skills.
- The ability to keep sensitive Information confidential.
- Impeccable interpersonal and Customer service skills, even in High-stress situations
- Resourceful and self-motivation
- Team Player
- Sales Technics and high standard customer service.
- Knowledge about the market and ability to convince and **satisfy customers.**

Technical Skills

- Microsoft office suite (Word, **Excel**, PowerPoint & Outlook)
- SEO: Search Engine Optimization
- SEM: Search Engine Marketing
- Content marketing
- WordPress Manager
- HTML/ CSS
- Canva creator
- Photoshop
- Googling

01/2015 – 07/2018

Tunisia Travel Agency | Customer Service Representative (Tunisia)

- Researching travel options & presenting the best deals in terms of requirements.
- **Responding appropriately** to customer questions and comments.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Building strong relationships with clients.
- Identify gaps in a customer's records & then collecting information to fill them in the gaps.
- Up selling relevant add-ons, like, insurance, excursions, currency etc.

06/2014 – 12/2021

Freelance | Webmaster - Content manager (Tunisia)

- Lunching Hajjandumrahnews.com and Omratusisie.tn websites.
- Provide news about hajj and umrah around the world.
- Marketing Umrah offers in Tunisia.
- Managing website pages on social networks.
- Provide advice to hajj and umrah travelers.

CENSUS 2014 | Supervisor (Tunisia)

03/2013 – 06/2014

- Preparing city and village maps.
- Gathering basic information about families residing in the targeted area.
- Statistics officers training.

Achievements

2016 – 2017	Selling +10,000 seats on Umrah trips in one season, thanks to a well-developed marketing plan
2019 – 2020	Success in marketing a new reservation system and selling it to more than 30 companies in one month

Aquired Skills

- Dealing with calls in a highly professional manner.
- How to act as the first point of telephone contact for a customer.
- Handling complaints in a diplomatic way.
- Accurately updating customer records with information.
- Answering any queries quickly and efficiently.
- Quickly understanding a caller's point of view and to react with them.
- Able to respond and adapt to the needs of all customers.
- Fully aware of all laws & regulations regarding data protection.
- Quickly processing information.