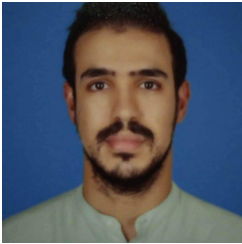


CONTACT

Ahmed Kammoun

📍 Doha , Qatar
☎ +97470967637
✉ ahmed.kammoun@esprit.tn



OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges

EXPERIENCE

- January 2023 - Present

 - CRM executive**
Nissan-Infiniti-Renault of Saleh Hamed Al Mana company
-Cleaning the client`s database accounts
-Making outbound calls and contacting the clients by emails to get their details and keep them in the system
-Entering information and notes into the database (Key loop) and in Excel
- Calling companies and inform them with new car promotions and offers to get them interested.
- Managing with other departments to provide customer direction and satisfaction
- July 2021 - Jun 2022

 - Customer Service Representative**
Phone-World
-Maintained and organized the online customer account database
-Wrote weekly and monthly reports on customer interactions Helped facilitate and create efficient client customer interactions by analyzing data
-Swiftly solve issues that require the attention of a supervisor Handle customer inquiries and complaints
- June 2020 - Mar 2021

 - Customer Service Representative**
Tele-performance
Tele-performance
2020 Jun-2021 Mar
-Handled customer complaints with empathy and composure
-Answered calls, responded to emails, and spoke with clients face-to-face
-Processed a range of documentation and entered information into databases
-Worked on team projects for new products and services available to clients
-Helped train new employees to comply with Airbnb's customer service expectations
- May 2019 - April 2020

 - Telesales Agent**
Outlet shop HA
Followed up on all customer enquiries and direct customer to the correct HA department where further information is required
-Maintained a regular call cycle to existing HA Customers to build strong, multi-level relationships within the company to maintain existing HA sales revenue as customers continue to trade
-Proactively participated in meetings and helped create new practices

EDUCATION

- 2021

 - University of technology epwand engineering**
Master degree in civil engineering
- 2016

 - College of bardo**
Bachelor degree

SKILLS

- Excel
- Word
- PowerPoint
- Oracle
- CRM database (Keyloop)

LANGUAGES

- Français Anglais Arabic

CERTIFICATIONS

- - Formation en logiciel Robot avec certificat
- Formation en logiciel AutoCAD et Revit
- Certificat Coursera du logiciel AutoCAD
- Certificat en Leadership and emotional intelligence