



Redweyne Maktouf

PROFILE

Graduate in English with solid experience in customer relations, technical support, and administrative management. I excel in dynamic environments where listening, precision, and communication are key. Versatile, empathetic, and solution-oriented, I am skilled at diagnosing and efficiently resolving technical issues while ensuring a smooth and professional customer experience. My goal is to join a company where I can apply my skills in technical support, customer loyalty, and high-quality client service.

CONTACT

Name	Maktouf Redweyne(Radhouane)
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COMPETENCES

Mastery of office and IT tools	<div style="width: 100%; height: 10px; background-color: #d35400;"></div>
Negotiation & customer retention	<div style="width: 95%; height: 10px; background-color: #d35400;"></div>
Problem diagnosis and resolution	<div style="width: 100%; height: 10px; background-color: #d35400;"></div>
Microsoft Office Suite	<div style="width: 100%; height: 10px; background-color: #d35400;"></div>
Autonomy & precision	<div style="width: 100%; height: 10px; background-color: #d35400;"></div>



EDUCATION



2020 - 2023

**Bachelor's Degree in English (LLCE)
Faculty of Arts and Humanities**

Graduated in May 2023



EXPERIENCES



January 2025 – September 2025

Administrative Assistant – ERT Technologies (SFR)

-Administrative processing of SFR technical files (telecom networks).

-Communication with technicians and clients to coordinate interventions.

-Management of anomalies, creation, and closure of tickets.

-Verification of reports and quotas. Support for planning.
Developed precision and client service excellence in a demanding technical environment.

August 2024 – October 2024

Customer Service & Management Assistant – La Poste (Temporary)

-Project coordination and team management within the customer service department.

-Handling incoming and outgoing calls; resolving complex customer requests.

-Ticket tracking and customer file management.

-Advanced use of Excel (formulas and reports).

-Strict compliance with deadlines and service quality.

Enhanced customer communication and multi-task management skills.

June 2023 – June 2024

Commercial & Technical Advisor BtoB/BtoC – ApSystems International



LANGUAGES

