



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.



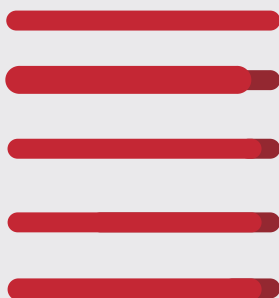
CONTACT

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COMPETENCES

Mastery of office and IT tools
Negotiation & customer retention
Problem diagnosis and resolution
Microsoft Office Suite
Autonomy & precision



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

20%

Japanese

100%

French

90%

Arabic

100%

English