



## Samirou Abdillah Barry

**Nationality:** Portuguese ☎ (+353) 899589892 **Date of birth:** 06/03/1993

**Gender:** Male ✉ **Email address:** [samirabdillah@yahoo.fr](mailto:samirabdillah@yahoo.fr)

📞 **Whatsapp Messenger :** 00353899589892

📍 **Address:** Apartment 292 parklands block 6 Northwood , D09XN93 SANTRY DUBLIN  
9 (Ireland)

### WORK EXPERIENCE

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#### Customer contact centre

**HERTZ** [ 19/07/2021 – Current ]

**Address:** DUBLIN (Ireland)

**City:** DUBLIN

**Country:** Ireland

Reservation Agent  
Inbound and Outbound Calling in reservation departement  
Execute reservations processes via Phone  
Answer Clients questions in relation to Products, Services and Processes

#### Customer contact centre information

**AUTO EUROPR** [ 01/04/2018 – 31/03/2021 ]

**City:** LISBON

**Country:** Portugal

Reservation Agent  
Inbound and Outbound Calling in reservation departement  
Execute reservations processes via Phone and Email  
Answer Clients questions in relation to Products, Services and Processes  
Respond customers emails

#### AppleCare Technical Support

**SELLBYTEL GROUP** [ 01/04/2016 – 23/01/2018 ]

**City:** LISBON

**Country:** Portugal

TECHNICAL SUPPORT MAC+

Provide thorough support and problem resolution for MAC and iOS customers by phone

#### AppleID Trainer

**SELLBYTEL GROUP** [ 21/08/2017 – 21/10/2017 ]

**City:** LISBON

**Country:** Portugal

## APPLEID TRAINER

Train and explain AppleID confidentiality and different ways to reset AppleID passwords

## TECHNICAL SUPPORT iOS Tier 2

**SELLBYTEL GROUP** [ 31/12/2015 – 31/03/2016 ]

City: LISBON

Country: Portugal

Provide thorough support and problem resolution for iOS customers by phone and provide support to iOS Tier1

## TECHNICAL SUPPORT iOS Tier 1

**SELLBYTEL GROUP** [ 04/04/2015 – 30/12/2015 ]

City: LISBON

Country: Portugal

Technical support iOS tier 1

Provide support and problem resolution for iOS devices

## EDUCATION AND TRAINING

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### Mathematics license

**Centre Universitaire de Kindia** [ 2009 – 2013 ]

Address: Kindia (Guinea)

### Statistics

**Centre universitaire de Kindia** [ 30/04/2012 – 31/10/2012 ]

## LANGUAGE SKILLS

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Mother tongue(s): **French**

Other language(s):

### English

**LISTENING B1 READING B1 WRITING B1**

**SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1**

### Portuguese

**LISTENING B1 READING B1 WRITING B1**

**SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1**

## DIGITAL SKILLS

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### My Digital Skills

Outlook / Zoom / Social Media / LinkedIn / Microsoft Teams / Internet user / Organizational and planning skills / Good listener and communicator / Written and Verbal skills / Team-work oriented / Decision-making / Motivated / Analytical skills

## ORGANISATIONAL SKILLS

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### Organisation skills

Excellent

## HIGHLIGHTS

Proficient Troubleshooter

Patient and diligent

Vast technical knowledge

Organized

Proactive

## COMMUNICATION AND INTERPERSONAL SKILLS

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### Interpersonal and communication skills

Excellent