

Eya Ghofran Hamdi

Team Leader

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📍 Ariana, Tunisie

CUSTOMER SERVICE AGENT

Team Leader

Booking.com

01/2023 - Present

Tunis

Achievements/Tasks

- Managing a team of 16 agents
- Following up on results and KPIs
- Weekly team meetings
- Organizing with other departments to ameliorate team's results

customer service agent

Assist Digital / Booking.com

03/2021 - 01/2023

Tunis

Achievements/Tasks

- Emails / translation / calls

Customer Service

CI Media

10/2020 - 02/2021

Tunis

Achievements/Tasks

- Emails
- calls
- Web content

Internship as an English teacher

CK English

06/2019 - 10/2019

Brazil

EDUCATION

Business English

ISEAHT

08/2017 - 10/2020

Tunis

Courses

- Legal English
- Finance
- Commerce

Digital Marketing

Innova Academy

10/2020 - 10/2020

Tunisia

SKILLS

Microsoft Office

Social Media

Communication

CERTIFICATES

IELTS TEST (02/2018 - 02/2020)

I got 7.5/9 C1 /C2 level

TCF DAP From French institute (02/2018 - 02/2020)

C1/C2 level

ORGANIZATIONS

Enactus (09/2018 - 02/2020)

Team Leader

LANGUAGES

arabic	●	●	●	●	●
English	●	●	●	●	●
French	●	●	●	●	●
German	●	●	○	○	○
Italian	●	●	○	○	○
Portuguese	●	●	●	●	○
Spanish	●	●	○	○	○

INTERESTS

Music

Social Media

Photo editing

Reading