



AYMEN TRABELSI

CONTACT

📍 qatar doha

☎ 66842248

✉ ayment366@gmail.com

📅 24-11-1997

OBJECTIVE

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environmen

SKILLS

- Ms office
- Computer literacy
- Troubleshooting skills
- professional seller
- team worker & team worker
- Html & css
-

INTERESTS

- marketing, programming

LANGUAGE

- ✓ arabic
- ✓ english

ACTIVITIES

- sport

EXPERIENCE

📍 sparklean

sales executive

jan 2020 - Dec 2021p

- Selling products and services using solid arguments to prospective customers
- Performing cost-benefit analyses of existing and potential customers
- Maintaining positive business relationships to ensure future sales
- Excellent selling, negotiation and communication skills
- Coordinate sales effort with team members and other departments
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.

📍 starlink 'ooredoo'

customer service representative (call center)

feb 2022 - jul 2023

- Manage large amounts of inbound and outbound calls in a timely manner.
- Utilizing software, databases, scripts, and tools appropriately.
- Review customer or client accounts, providing updates and information about billing, and other account items
- Identify customers' needs, clarify information, research every issue and
- provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Guide callers through troubleshooting, navigating the company site or using the products or services
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Update our internal databases with information about technical issues and useful discussions with customers
- Follow up with customers to ensure their technical issues are resolved

EDUCATION

📍 al amine school

bachelor

2018

