



AYMEN TRABELSI

Doha , Qatar

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DOB 24/11/1997

<https://aymentrabelsi1.github.io/my.portfolio/>

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

Experience

ooredoo

Feb 2022 - Feb 2024

call center agent , marketer

Marketed mobile monthly packs and home broadband at Ooredoo Qatar.

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 accounts.

Identify customers' needs, clarify information, research every issue and provide solutions or alternatives.

Seize opportunities to upsell products when they arise.

Guide callers through troubleshooting, navigating the company site or using the products or services.

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.

sparklean jan 2020 - Dec 2021 . 2yrssales executive

Selling products and services using solid arguments to prospective customers.

Sales via call , website , social media and home services.

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 resultsand competitive developments.

Developing solutions, preparing reports, and making recommendations to management.

government contact center (109) april 2019 - nov 2019 . 8,mths call center agent

Take customer calls and provide accurate, satisfactory answers to their queries and concerns

Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued

Utilizing software, databases, scripts, and tools appropriately.

Follow communication “scripts” when handling different topics.

De-escalate situations involving dissatisfied customers, offering patient assistance and support

Help to train new employees and inform them about the company's customer management policies

Education

al amine school

Baccalaureate

2018 —

Skills

- professional seller
- Ms Office
- computer literacy
- trouble shooting skills
- team worker & team builder
- Html & css

Language

arabic, english

**Achievements
& Awards**

<https://www.freecodecamp.org/certification/fcc0968eb47-e534-4198-aedf-ab786833d398/responsive-web-design>

interests

marketing, sales

Nationality

Tunisian
