



BAYA CHIHI

☎ 96962428

✉ chihi.baya1988@gmail.com

📍 Mourouj 1 Ben Arous

EDUCATION

Higher Technician in
Infrastructure and
Access Networks

2010-2013

Faculty of Sciences of
Bizerte

2008-2009

Bachelor's Degree in
Natural Sciences

2007-2008

LANGUAGE

Arabic
English
French

ABOUT ME

Motivated, organized individual passionate about staying up-to-date with the latest developments, possessing a strong team spirit. Able to work efficiently under pressure while maintaining a positive and collaborative attitude.

PROFESSIONAL EXPERIENCE

○ April 2023 - Present
YESMEDFLOW Call Center

Call center teleoperator

Handling inbound calls from customers interested in wellness products. Providing detailed information about the products, their benefits, and features.

Responding to customer inquiries and advising them on products best suited to their needs.

Making outbound calls to promote new products or special offers.

Managing customer orders, processing transactions, and entering information into the computer system.

Achieving and exceeding sales targets set by the company.

Collaborating with the team to share best practices and contribute to continuous process improvement.

April 2022 - March 2023

TDISCOUNT

Customer Service Representative (CSR)

○ Inventory and After-Sales Service (ASV) management through Microsoft Dynamics NAV, encompassing all management processes (Inventory, Sales, Invoicing, Returns).

Handling customer complaints for showroom and online sales across various sectors such as IT, home appliances, pet supplies, and telecommunications.

Daily planning of technician interventions throughout the Tunisian territory. Resolving technical issues reported by customers and handling complaints from retailers and major retail outlets (Géant, Carrefour, Darty, MG).

Ensuring customer reception and adherence to repair deadlines. Actively participating in customer retention strategy and after-sales service marketing operations. Ensuring follow-up on repairs with partner suppliers such as El Athir, Xiaomi, LG, Whirlpool.



BAYA CHIHI

SKILLS

- Computer skills
- Customer service orientation
- Problem-solving
- Communication skills
- Patience and empathy
- Organization
- Teamwork
- Adaptability
- Ability to learn

PROFESSIONAL EXPERIENCE

August 2020 - January 2022
XIAOMI TUNISIA

Xiaomi Customer Service Manager

Utilization of Sage 100c ERP to manage after-sales service-related processes. Assisting technicians in understanding and applying technical bulletins. Reviewing and organizing repairers' technical reports. Daily download of reports from the supplier's platform. Managing consumed parts and sending them to the supplier when needed. Forecasting stock of parts to avoid shortages. Transmitting workshop statistics to administration. Identifying flaws in the after-sales service flow and proposing solutions in collaboration with administration. Requesting and compiling statistics on received, repaired, and billed items. Preparing and sending daily after-sales service reports to administration. Providing reception replacement as needed.

October 2019 - July 2020
OPPO TUNISIE

Team Leader SAV T

Managing complaints from end customers, resellers, and our team leader. Performing repairs on smartphones, both hardware and software. Ensuring spare parts stock management.

September 2015 - June 2019
HUAWEI TUNISIE

Chargée Clientèle et Technicienne SAV

Managing complaints from end customers and resellers. Providing maintenance for smartphones and tablets. Explaining new brand features to customers. Simplifying smartphone use, especially for beginners. Conducting software development. Organizing promotional days for the Huawei brand, including promotions on out-of-warranty repairs, free software, screen protectors, and gifts. Sending daily feedback to the company's headquarters in China.