

IHEB MHEDHBI

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Professional Profile

Dedicated young professional currently studying towards Electromechanical Engineer , with complimentary experience in customer services obtained from a busy retail environment. Passionate about Web Development. An active member of several high school clubs like a chess club, a gaming club ,dedicated to both personal and professional development. A reliable team member with a personable nature and positive communication style, experienced in collaborating with team members to ensure the delivery of unrivalled customer support.

Core Skills

Customer services

Retail operations

Customer enquiries

Microsoft office

Team collaboration

Complaints resolution

Effective communication

Education

2013-2017 **Ali bourguiba high school kalaa kbira**
Technical High School Diploma
73

2020-2023 **Epi polytechnique**
Electromechanical Engineering

Additional

Languages

English: near-native

French: near-native

Arabic: native

Germany: intermediate

Career Summary

Dear Hiring Manager

I am writing to express my keen interest in the Customer Support Agent position at KARTSOFT LTD. My strong passion for delivering exceptional customer service, coupled with my adaptability and tech-savviness, makes me a prime candidate to contribute to your esteemed team.

While my professional background may not directly mirror the customer service domain, my enthusiasm for assisting customers and my knack for swiftly grasping new concepts set me apart. My experience in technical and AI-focused projects has provided me with a solid foundation in problem-solving and analytical thinking.

In my previous role as a shop assistant, I honed my ability to effectively solve customer problems and actively listen to their needs. My interactions with customers involved understanding their inquiries and concerns, providing suitable solutions, and ensuring their satisfaction. I excelled in swiftly addressing customer issues and fostering positive relationships by being attentive to their requirements. This experience has primed me to excel in the Customer Support Agent role at KARTSOFT LTD, where I can leverage these problem-solving and customer-centric skills to enhance the overall customer experience.

Thank you for considering my application. I am eager to further discuss how my unconventional yet relevant skill set could make a meaningful impact at KARTSOFT LTD. Looking forward to the possibility of joining your team.

Sincerely,

Iheb Mhedhbi