








Hamdi Ben Jarrar

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Tunisia 

08 August, 1995 

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PROFESSIONAL EXPERIENCE

Customer Service Representative (Phone, Chat, Email) Almaviva

07/2022 - Present

Charguia 2

Tasks

- Addressed customer inquiries via phone, live chat, and email, providing prompt and accurate information.
- Delivered clear explanations and step-by-step guidance to assist customers in resolving issues effectively.
- Managed diverse customer interactions across multiple channels, ensuring a seamless and consistent service experience.
- Collaborated within a team environment to escalate complex issues and unresolved tickets to higher support levels for resolution.

Team manager Néoconsilium France

01/2021 - 11/2021

Montplaisir

Tasks

- Acted as a mediator authorized by insurance companies, selling insurance services.
- Ensured the quality of team work, collaborated in recruitment, and managed daily team schedules.

Customer advisor TCC

10/2017 - 12/2017

Laffayet

Tasks

- Scheduled appointments for Seat France.

Salesperson/Assistant Pull&Bear

03/2016 - 05/2017

Tasks

- Completed an administrative assistant internship focusing on Reactive Planning.

EDUCATION

Baccalaureate Montfleuri high school

09/2013 - 05/2014

Tunisia

Classes

- Baccalaureate in Computer Science

SKILLS

Self-motivated and capable of autonomous work

Strong sense of hearing and active listening skills

Proficient in record-keeping and problem-solving

Skilled in reporting and data processing

Competent in computer operations with leadership experience

Experienced in editing, proofreading, and using Microsoft Office

LANGUAGES

Arabic	●	●	●	●	●
English	●	●	●	●	○
French	●	●	●	○	○
German	●	●	○	○	○

INTERESTS

Sports

Music

Food

Travel

Blogging

Photography

Culinary exploration