



# EYA IBDELLI

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## EDUCATION

**INDEPENDENCE HIGH SCHOOL**  
**COMPUTER SCIENCE MAJOR**  
**GRADUATED 2022**

**INSTITUTE OF COMPUTER SCIENCE**  
**KEF TUNIS**  
COMPUTER SCIENCE JUNIOR STUDENT  
• **2024-2023**

## LANGUAGES

- ENGLISH
- ARABIC
- FRENCH

## COMPETENCES

- Service and support
- time management
- Conflict resolution expert
- Born leader
- Critical thinker

## WORK EXPERIENCE

MAY 2023 - PRESENT

English Customer Care Specialist for Booking.com

### Assist Digital I Tunis

#### SKILLS OBTAINED

- Communication: Proficient in clear and empathetic customer communication across various channels.
- Problem-Solving: Skilled in quickly analyzing and resolving customer issues.
- Patience: Able to handle challenging customer interactions with composure.
- Multitasking: Efficiently manages multiple customer inquiries simultaneously.
- Empathy: Builds rapport and offers solutions from the customer's perspective.
- Adaptability: Adapts to changes in the travel industry and company policies.
- Time Management: Prioritizes tasks to provide timely customer assistance.
- Teamwork: Collaborates effectively within customer service teams.