

LYAMINE LALAOUI

Customer service

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📍 Al Barsha1 , 14000 Dubai1

📅 Date of birth 17/09/1991

🇩🇪 Algerian

📞 +971 52 656 7184

👤 Single

A Languages

Arabic

English

French

Russian

👤 Interests

Fitness

Reading

Travelling

Chess

About me

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven, busy cell centre environment. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility. Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities.

Education

From September 2011 to July 2014 **Bachelor's certificate**
Mohamed Al Amine Debaghine 02 Setif
Bachelor's degree in english language and literature

Work experience

From September 2016 to December 2019 **Sales executive**
Condor electronics Setif

Responsibilities

- Working as part of the sales team to develop both new and existing markets.
- Involved in developing sales and pricing strategies.
- Liaising with customers & the dealer network to answer and resolve their queries.
- Identifying and then researching potential leads and opportunities.
- Constantly developing existing sales processes which will generate sustainable growth.
- Collecting all the information required to create a request for an estimate.
- Writing accurate & informative sales reports.
- Contacting prospective clients by phone and email.
- Attending sales appointments at clients premises.
- Attending trade shows and exhibitions when required.
- Cold calling potential clients via telephone or personal visit.
- Making appointments to meet new and existing clients.

From October 2015 to July 2016 **Teacher**
Mohamed ghalous Setif

Key Responsibilities

- Planned lessons which adhered to the objectives of the curriculum while utilising a variety of teaching methodologies.
- Established positive relationships with students to facilitate learning.
- Used an effective teaching style to ensure students remained disciplined and attentive.
- Provided the parents of students with feedback at meetings.
- Contributed to staff and departmental meetings.

Work experience

From March
2014 to August
2015

Front desk receptionist

Djezzy Setif

Responsibilities

- Generate sales leads
- respond promptly to customer inquiries and handle and resolve customer complaints
- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls

From November
2013 to
February 2014

Waiter

Delicia Setif

Responsibilities

- Escort customers to their tables and ensures they are settled comfortably
- Present the menu to customers, answers queries about it
- Serve food and beverages promptly
- Ensure that customers are enjoying their meals or that they do not have any problem with their food
- Collect the customers' payments and prepares bills with itemized costs and appropriate taxes
- Prepare and tidies up the tables or counters
- Ensure that there are adequate supplies of food, tableware, linens, and beverages
- Stay alert for customer's requests and be prompt to address them
- Perform other tasks assigned by supervisor or manager from time to time.

Skills

Key skills

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- Good communication skills and a excellent telephone manner.
 - Able to handle complex calls and situations.
 - Demonstrating empathy and understanding when talking to customers.
 - A proven track record of handling high volume calls.
 - Can type up to 30 wpm.Excellent listening and problem solving
 - Good keyboard skills and knowledge of customer service
 - Team player