

**Mohammed Yassine Amour Dit Zerrouk**

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## **Objective:**

To leverage my extensive experience in customer service, coupled with strong language skills, to provide exceptional support and contribute to customer satisfaction in a dynamic organization.

## **Professional Summary:**

Dedicated and results-oriented customer service professional with over 6 years of experience in diverse industries across Algeria and Dubai. Proven track record of delivering high-quality service and resolving customer issues promptly. Fluent in Arabic, English, and French, enabling effective communication with a broad customer base.

## **Skills:**

- Proficient in CRM software (e.g., Salesforce, Zendesk).
- Strong verbal and written communication skills in Arabic (native), English (fluent), and French (fluent).
- Excellent problem-solving abilities with a focus on customer-centric solutions.
- Ability to work effectively in a multicultural environment.
- Team leadership and training experience.

## **Experience:**

- **Customer Service Specialist / Orlando Sport LLC, Dubai June 2023 - Present**

- Provide frontline support to customers via phone, email, and live chat, ensuring prompt resolution of inquiries and issues.
- Maintain a high customer satisfaction rating through effective communication and problem-solving skills.
- Collaborate with cross-functional teams to improve service processes and enhance customer experience.

- **Customer Support Executive / Ultimat Global Marketing, Dubai July 2022 - May 2023**

- Managed customer inquiries and complaints in a fast-paced environment, achieving a resolution rate of 90%.
- Developed and implemented customer service procedures to streamline operations and improve efficiency.
- Conducted training sessions for new hires to ensure alignment with service standards and best practices.

- **Customer Service Representative / Noonfx Company, Dubai June 2021 - June 2022**

- Handled customer queries related to financial products and services, maintaining accurate records and documentation.
- Collaborated with the sales team to identify opportunities for upselling and cross-selling.
- Contributed to the development of a customer feedback system that improved service delivery and customer satisfaction.

- **Customer Support Associate / Speedlink, Algeria January 2017 - May 2021**

- Provided customer support for logistics and shipping services, ensuring timely delivery and resolving shipment issues.
- Managed customer accounts and maintained regular communication to address concerns and inquiries.
- Received commendations for consistently meeting service level agreements and exceeding customer expectations.

## **Education:**

University of chlef,

Bachelor's Degree in system information 2018

## **Languages:**

- Arabic: Native
- English: Fluent
- French: Fluent