

CURRICULUM VITAE

Samir Chedly

📍 Doha – Qatar

☎ Mob: +97450935155

✉ E-mail: samirchedly092@gmail.com



PROFESSIONAL SUMMARY:

- Highly motivated and customer-focused Customer Services Representative with 10 years of experience in different companies. Possess excellent communication and problem-solving skills, as well as a positive and engaging personality. Seeking a role where I can use my skills to provide exceptional service and contribute to the growth of the company.

ACADEMIC QUALIFICATION:

- **2015:** Bachelor of logistics and transports, on Sousse university.
- **2011:** High school degree, on Monastir high school.

TRAINING COURSES:

- **International computer driving licence "ICDL" Base**
 - computer essentials
 - word processing
 - Excel Spreadsheets
 - Internet and email essential
- **Customer services mastery**, from basics to key accounts
- **Customer services with consumers**
- **Understanding the customer**
- **Product management**
- **Product in companies**

WORK EXPERIENCE:

- **2021-2025: Customer care services in (Hamad Medical Corporation).** 📍 Qatar.

Responsibilities:

1. Greeted and assisted patients, visitors with direction, clinic info and hospital policies.
2. Resolved complaints effectively to ensure high satisfaction.
3. Collaborated with medical, admin and registration teams to improve patient experience.

- **2018-2021: Front Desk Officer** at company (**Zitouna Bank**). 📍 Tunisia.

Responsibilities:

1. As an employee in the Personal and Business Services Department, under the supervision of the Branch Manager, my primary responsibility is to welcome all visitors to the bank.
2. I am available to provide them with information and direct them to the appropriate contact person. daily, weekly and monthly reports to the brand manager.
3. I handle all teller operations and contribute to the development of the branch's business, particularly by improving the supply rate of essential products to customers.
4. I am responsible for effective time management to support the continuity of sales.

➤ 2015-2018 : Customer Services Representatives on Amen Bank. 📍 Tunisia.

Responsibilities:

1. Working within the Personal and Professional Services Department and reporting to one of our new branches, my primary responsibilities will be to develop, manage, and retain a portfolio of personal, professional, and SME clients, within the bank's objectives
2. I prospect and recruit new clients in accordance with the bank's sales approach and meeting targeted profile.
3. I participate in ad hoc promotional and product launch activities organized by your manager.

SOFTWARE:

- | | | |
|---------------|-------------|------------------|
| ✓ Word | ✓ Outlook | ✓ Android Studio |
| ✓ Excel | ✓ Cisco | ✓ Procaisse |
| ✓ Power paint | ✓ Sidetrade | |

SKILLS & EXPERTISE:

- | | | |
|----------------------------|------------------------|----------------------|
| ✓ Leadership. | ✓ Problem solving. | ✓ Computer literacy. |
| ✓ Effective communication. | ✓ Organization. | ✓ Cash handling. |
| ✓ Decision-making. | ✓ Continuous learning. | ✓ Teamwork. |

LANGUAGES:

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