

# Mohamed Sadek Lechelek

Call Center Agent (Valid QID + NOC)

Multilingual Call Center Agent with over 4 years of experience in Call centers, customer service, and administrative support. Fluent in Arabic (native), English (C2 – native-like), and French (B2), enabling effective communication with diverse customer bases. Skilled in clear communication, and exceptional customer service to enhance client satisfaction and loyalty.



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Doha, Qatar

## PROFESSIONAL EXPERIENCE

### Customer Service Coordinator New Skills Languages Academy

04/2022 - 06/2025

Skikda, Algeria

Achievements/Tasks

- Managed front-line client interactions with professionalism and cultural sensitivity, coordinating course registrations, addressing inquiries in multiple languages, and ensuring a smooth administrative flow between academic staff and students to uphold the academy's commitment to excellence in language education.

### Call Center Agent Badr Banque

02/2020 - 03/2022

Skikda, Algeria

Achievements/Tasks

- Handled high volumes of inbound and outbound calls, delivering accurate information on banking products, account services, and transactions while maintaining a professional and customer-focused approach to ensure client satisfaction.
- Resolved customer issues efficiently, including transaction disputes, card problems, and online banking support, by following strict verification protocols, investigating concerns thoroughly, and coordinating with relevant departments for timely solutions.
- Promoted and cross-sold banking products and services by identifying customer needs, providing tailored recommendations, and explaining benefits clearly, contributing to customer retention and revenue growth.

## EDUCATION

### Master Degree in English - Applied Linguistics

University of 20 aout 1955 Skikda

09/2018 - 09/2020

Skikda, Algeria

Courses

- **Thesis: Critical Discourse Analysis On Boris Johnson's Brexit Speech**

### Bachelor Degree in General English

University of 20 aout 1955 skikda

09/2015 - 06/2018

Skikda, Algeria

## SKILLS

- Communication
- Problem Solving
- Client Relations
- Record Keeping
- Emotional Intelligence
- Cultural Sensitivity
- Teamwork
- Time-Management
- Adaptability and Flexibility
- Data Entry
- Complaint Handling
- Effective Communication
- Task Prioritization
- Active Listening
- Classroom Management
- Service Excellence
- Rapport Building
- Goal Orientation
- CRM Management
- Persuasion & Negotiation
- Product Knowledge

## CERTIFICATES

B2 Certificate of Linguistic Competence in French issued by the CCF. (09/2022 - 09/2022)

B2 Certificate of Linguistic Competence in French issued by the CEIL Center of Languages. (11/2022 - 11/2023)

## LANGUAGES

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

## HOBBIES

- Aventure
- Languages
- Éducation
- Voyages
- Sports
- Camping
- Hiking
- Football
- Fitness