



MUSTAFA BAKHIET

Qatar | +974 51776769 | Mustapha.bakhiet@gmail.com

Experienced call center agent with over 3 years of experience in customer service, technical support, and sales environments. Strong expertise in handling high-volume inbound and outbound calls, resolving customer issues efficiently, providing clear technical guidance, and driving sales growth through effective communication and relationship-building skills. Dedicated to delivering exceptional customer experiences while consistently meeting performance targets and KPIs.

EXPERIENCE

MAY-2022
JAN-2023

TUI AIRLINES (TELEPERFORMANCE). CUSTOMER SERVICE REPRESENTATIVE.

Handle inbound customer inquiries regarding flight bookings, cancellations, schedule changes, and travel policies, ensuring accurate and timely resolutions. Assist customers with reservations, ticket modifications, refunds, and special service requests while adhering to company guidelines and aviation regulations. Provide clear information on baggage policies, check-in procedures, and travel requirements to enhance customer satisfaction.

JAN-2023 TO
JUN-2025

TUI AIRLINES. COMPLAINT DEPARTMENT BACK OFFICE AGENT.

Review and assess ticket-related complaints by thoroughly analyzing booking details, fare rules, and case history to determine customer eligibility. Contact customers directly to provide clear explanations, offer formal apologies when appropriate, and process compensation or refunds in accordance with company policies and entitlements.

JUNE-2025
NOV-2026

TECHNICAL SUPPORT AGENT FOR AIRALO.

Provided technical assistance for online bookings, payment issues, and system errors. Troubleshoot customer concerns efficiently and escalated complex cases to IT teams while ensuring accurate documentation and follow-up.

NOV-2025
FEB-2026

CUSTOMER SERVICE REPRESENTATIVE FOR WAMLART.COM

Assisted customers with online orders, account inquiries, returns, refunds, and delivery issues through phone, chat, and email support. Resolved concerns efficiently while ensuring accurate order processing and a seamless online shopping experience.

EDUCATION



SKILLS

- Customer Service & Complaint Handling
- Technical Support & Troubleshooting
- Sales & Upselling Techniques
- Ticketing & Reservation Systems
- Refund & Compensation Processing
- CRM Systems & Case Management
- Microsoft Office (Excel, Word, Outlook)
- Microsoft Excel (Data Entry, Basic Formulas, Reporting)
- Strong Communication & Problem-Solving Skills

ACTIVITIES

Founded and managed an online telecom services startup, handling operations, customer relations, and business development.

www.telescomcenter.com