



MOKHTARI MOHAMED ELHABIB

Motivated and customer-focused professional with great experience in call center operations, customer service, and retail sales. Skilled in handling high-volume calls, resolving customer issues efficiently, and promoting products and services to drive sales. Excellent communication skills, a strong ability to build rapport with clients, and a proven track record of meeting performance targets.

PROFESSIONAL EXPERIENCE

Alphonica Call Center - Algeria **09/2023 – 03/2025**
Call Center Representative

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Making sales or recommendations for products or services that may better suit client needs.

El Amel Clinic - Algeria **05/2021 - 03/2023**
Receptionist

- Greeting and assisting patients, visitors, and staff at the hospital reception.
- Answering phone calls, schedule appointments, and direct patients to the appropriate departments.
- Handling inquiries with professionalism and empathy.
- Ensuring accurate patient information in the system, manage patient check-ins and check-outs, and process necessary paperwork.
- Maintaining a clean and organized reception area.
- Providing excellent customer service and coordinate with medical staff to support smooth hospital operations.

Taif Al Emarat Perfumes - Dubai **03/2020 - 02/2021**
Perfume Sales Representative

- Greeting customers and offer assistance in choosing perfumes.
- Explaining fragrance notes and product details.
- Encouraging sales and meet monthly targets.
- Keeping the display area clean and attractive.
- Handling sales transactions and stock replenishment.

Lacoste - Algeria **03/2019 - 01/2020**
Sales Associate

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increasing in store sales.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

CONTACT

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- 📍 Doha - Qatar
- 🇩🇿 Algerian

EDUCATION & TRAINING

- Bachelor degree in computer science
- High school degree.

LANGUAGES

- Arabic : Mother tongue.
- English : Fluent
- French : Fluent

PERSONAL SKILLS

- Excellent Communication (Verbal & Written)
- Customer Relationship Management
- Call Handling & Phone Etiquette
- Conflict Resolution & Problem Solving
- Product Knowledge & Upselling Techniques
- Sales & Target Achievement
- Active Listening
- Time Management
- Team Collaboration
- CRM & POS Systems
- Multitasking in Fast-Paced Environments
- Professional Attitude & Presentation
- Adaptability & Quick Learning