



Warda Dhieb

Customer Service Specialist

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Professional Summary

Highly motivated customer service Specialist with 10 years of experience providing exceptional customer service and support. Skilled in resolving customer complaints, managing customer accounts, and troubleshooting technical issues. Proven track record of increasing customer satisfaction ratings by 15% through effective communication and problem-solving skills.

Professional Experience

Bridge Travel, Tunisia

Customer Service Specialist | *Apr 2017 – Aug 2024*

- Build relationships with customers, and maintain a 93% customer satisfaction rating
- Coordinate with airport teams and passengers to ensure appropriate accommodations for customer needs
- Develop client intake forms and interview processes that enhance the ability to understand client requirements and led to a 20% increase in customer satisfaction.
- Network with representatives of hotel chains, airlines, tourist attractions, and other destinations to create deals that saved clients an average of 25% per trip.
- Achieve an annual customer service rating of 91% in 2021 and 93% in 2022

CSM Accounting Firm, Tunisia

Accounts Administrator | *Oct 2015 – Mar 2017*

- Streamlined payment processes, reducing cycle time by 20%.
- Maintained 99.5% data accuracy in financial records.
- Implemented a monthly financial reporting system, reducing the reporting cycle from 10 to five days.

Proinject (Poulina Holding), Tunisia

Customer Service & Purchasing Assistant | *Jul 2015 – Oct 2015*

- Handled POs, vendor quotes, and client inquiries.

- Keep records of customer interactions, process customer accounts, and file documents
- Build sustainable relationships and trust with customer accounts through open and interactive communication

Sopat Company, Tunisia

Accounting internship | Jul 2013

- Compiled reports and supported accounting presentations.
- Assisted in developing research data for business planning meetings

Education

Master's Degree in Marketing | High Commercial Studies Institute, Tunisia | Jul 2019

Bachelor's Degree in Accounting | High Commercial Studies Institute, Tunisia | Jul 2014

Skills

- Digital Marketing & Market Analysis
- CRM Systems & Amadeus GDS
- Microsoft Office Suite
- Communication & Problem Solving
- Team Management

Languages

- Arabic: Native
- English: Proficient (C1)
- French: Proficient (C1)
- Italian: Intermediate (B1)