



BADR ALDEEN ALTENAWI

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SUMMARY

Accomplished Call Centre Agent with 1 years of experience in customer service. Consistently hitting KPIs by proactively following up leads and opportunities. Delivers exceptional results and flourishes in fast-paced, dynamic environments.

EDUCATION

Diploma of Higher Education :
specialty of touristic marketing , 2022
Aic Abjadya - Damascus

Diploma of Higher Education :
management of travel agencies, 2021
Aic Abjadya - Damascus

EXPERIENCE

call center , 12/2022 - Current

MedicaPlus - Istanbul, Türkiye

- Maximised customer engagement and satisfaction by delivering excellent customer service.
- Met schedule using excellent planning and coordination skills.
- Actively listened to customers to fully understand requests and address concerns.
- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.

commercial exchange, 05/2021 - Current

My self business - Damascus and Istanbul, syria and Türkiye

Sales Assistant, 07/2021 - 10/2022

دار الحافظ للنشر والطباعة - Damascus, syria

- Boosted sales and improved customer satisfaction by providing attentive, personalised client services.
- Promoted special offers and loyalty programme with upselling skills.

Sales Manager, 07/2022 - 09/2022

مدينة الألعاب - Riyadh, Saudi Arabia


- Maintained friendly and professional customer interactions.
- Educated customers on available processes and services to increase sales.
- Planned and executed promotional in store events to increase business and sales revenues.

SKILLS

- Client advising and counselling
- Salesforce CRM
- Product advising
- Sales and target-driven
- Fast learner

LANGUAGES

Arabic: First Language

English:  B2

Upper Intermediate