



YOUCEF GAGAOUA
Customer Service Professional

 Dubai, United Arab Emirates
 +971 0585482683
 gagaouayoucef@gmail.com

SKILLS

- Critical Thinking
★ ★ ★ ★ ★
- Communication & Interpersonal Skills
★ ★ ★ ★ ★
- Customer Service Skills
★ ★ ★ ★ ★
- Teamwork skill
★ ★ ★ ★ ★
- Time Management
★ ★ ★ ★ ★
- Work under pressure
★ ★ ★ ★ ★
- Multi-tasking and Prioritization
★ ★ ★ ★ ★
- Active Listening
★ ★ ★ ★ ★
- Flexibility/Adaptability
★ ★ ★ ★ ★

LANGUAGES

- English , professional
- Arabic , professional
- hindi , communication

ABOUT

Driven Customer Service Professional bringing 3 years of experience consistently addressing customer requests and concerns. Expert at providing relevant information and options to successfully resolve issues. Upbeat and energetic with grace in handling difficult situations through resourcefulness and adaptability. Versatile professional comfortable working in high-volume, high-stress environment. I have an excellent reputation on building a good rapport with people from different backgrounds, being quick learner and keeping the team's spirits.

EXPERIENCE

Customer Service Executive, SURFSONIX INTERLABZ

01/2020-08/2021
Bengaluru,India

- Performing in-depth product research to answer and resolve complex customer questions.
- Demonstrating new products to customers, explaining benefits and special features to create interest and enhance sales.
- Cultivating strong value-added relationships with customers, driving business development and profit potential.
- Seeking opportunities to upsell additional merchandise, increasing average customer spending.
- Achieving high sales percentages with consultative, value-focused customer service approach.
- Resolving customer issues using strong interpersonal skills and conflict resolution techniques.
- Liaising with customers, management and sales team to better understand customer needs and recommend appropriate solutions
- Preparing product or service reports by collecting and analyzing customer information through surveys.
- Contributing to team effort by accomplishing related results as needed.

Customer Service Assistant, SURFSONIX INTERLABZ

09/2018-12/2019
Bengaluru,India

EDUCATION

Bachelor of Computer Science , Bengaluru University

2016-2019
Bengaluru,India