

# Karim Bouadi

Customer Service Expert

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- **CUSTOMER SERVICE SPECIALIST** with extensive experience in the Customer Service Industry who is knowledgeable and dedicated. Solid team player with an outgoing, positive demeanor and demonstrated ability to establish rapport with clients.
- Motivated to maintain customer satisfaction and contribute to the success of the company.
- With over 4 years of dedicated customer service experience, I am committed to exceeding service goals through effective communication skills and abilities.
- Exceptional abilities in customer relations, task prioritization, and time management. Motivated to address customer concerns directly and efficiently, develop proactive solutions, and efficiently implement corrections. Expertise in customer service management software and experience in related roles.
- Excellent reputation for problem resolution and customer satisfaction.
- Ready to assist team in achieving company goals.
- Providing excellent communication skills and sound judgment.



## Work History

### Dec 2021 - Nov 2022 **Sales Representative**

*Big Property Agency, Istanbul*

- Communicated with clients to understand property needs and preferences
- Wide knowledge of people management procedures
- Advised and informed prospective clients on current market activities/condition and negotiation process of real estate transactions
- Showed properties to prospective buyers and explained about features and costs
- Worked under stringent time constraints, always exceeding deadlines and goals
- Liaised between buyers and sellers to provide positive experiences for both parties
- Completing and updating call notes and call reports on CRM in order to maintain proper follow-up

### Dec 2020 - Oct 2021 **Medical Call Center Consultant**

*Long Hair Center, Istanbul*

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services

- Makes calls to the existing and new clients of a medical center in order to activate a client and make a new appointment for a treatment
- Enters appointments into the software system after confirmation with a client
- Handle appointment booking and hotel reservations
- 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
- Handling and resolving customer complaints
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction

**Sep 2018 -  
Mar 2020**

## **Customer Service Representative**

*Doha Metro & Lusail Tram, Doha*

- Sell tickets to customers during revenue service
- Handle cash following with strict adherence to related guidelines
- Manage customer enquiries
- Record and act on customer feedback and complaints;
- Ensure customer safety at metro station
- Ensure seamless travel for customers that is safe, reliable and comfortable
- Report all faulty equipment or damaged facilities to Station Master
- Report and handover any lost and found items
- Promote quality customer service and assistance
- Assist with evacuation of customers during emergency situations
- Observe and comply with codes, policies, agreements, rules and regulations applicable to station environment
- Intervene and follow instructions when asked to do so by Station Master.

**Jan 2016 -  
Jan 2017**

## **Car Wiring Technician**

*Kromberg and Schubert, Kenitra*

- Operator of wires for Volkswagen model TDI & POLO
- Tested wiring for issues and removed faulty sections
- Evaluated systems to identify and locate system malfunctions using visual, manual and computer-assisted diagnostic approaches
- Tracked diagnostic results and collaborated with managers to resolve issues
- Installed new wiring and connections to complete connections and bypass cable faults
- Read and interpreted technical documentation such as drawings and diagrams

**Apr 2011 -  
Jun 2012**

## **Restaurant Manager**

*Poulet Razane, Agadir*

- Responsible for day to day, restaurant operations
- Committed to safety, including adherence to food safety regulations, hygiene and cleanliness
- Deal with guest concerns or complaints immediately

- Develops and maintains positive relationships with guest and staff
- Identified team weak points and implemented corrective actions to resolve concerns
- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Led and directed team members on effective methods, operations and procedures.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
- Interacted positively with customers while promoting restaurant facilities and services.



## Education

- Sep 2014 - Jul 2016**     **Graduate Equivalency Degree : Metal Construction**  
*Higher Institute of Applied Technology - Morocco*
  - Completed professional development in Metal Construction as a Technician (Diploma)
- Sep 2010 - Jul 2013**     **High School Level : Physical Sciences**  
*AL AMAL - Morocco*
  - Completed High School level



## Languages

- English ◆◆◆◆◆ Excellent
- Arabic ◆◆◆◆◆ Excellent
- French ◆◆◆◆ Average



## Certifications

- Sep 2018**     CUSTOMER EXPERIENCE AGENT BASIC TRAINING
- Sep 2018**     BASIC FIRE FIGHTING
- Sep 2018**     EMERGENCY FIRST AID PLUS CPR & AED
- Feb 2019**     SAFETY CULTURE ACTIVITY
- Apr 2019**     CERTIFICATE OF APPRECIATION FOR PARTICIPATION IN TREASURE HUNT
- Dec 2019**     CERTIFICATE OF GREAT ACHIEVEMENT IN RKH QITARAT
- May 2020**     CISCO IT ESSENTIALS



## Skills

Conflict resolution techniques

Sales expertise

International sales support

Professional telephone demeanor

Multi-line phone talent

Medical terminology knowledge

CRM

Administrative support

Report preparation

Client Service

Problem solving strength

Strategic planning

Customer Relations

Interpersonal communication skills