

Mohammed Khorb
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STUDIES

Masters degree in Linguistics Maghnia University Centre, Maghnia	2020
Bachelor degree in Linguistics Maghnia University Centre, Maghnia	2017

SPECIFIC SKILLS

- **IT** : data entry, MS Office (Word, Excel, PowerPoint)
- **Languages** : french, english advanced, spanish average

RELEVANT EXPERIENCE AS A CUSTOMER SERVICE AGENT

Customer service agent Customer service, Maghnia City	2011 – 2019
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- Educating clients on account services and resolved client inquiries regarding statement information and account balances.
- Entering customer interaction details in sales system to track requests, document problems and record solutions offered.
- Providing primary customer support to internal and external customers.
- Interfacing with airlines, shipping, trucking and related carriers to understand requirements and track shipments.
- Helping large volume of customers every day with positive attitude and focus on customer satisfaction.
- Contributing to company achieving and holding industry-leading customer service ratings.
- Evaluating customer information to explore issues, develop potential solutions and maintain high-quality service.
- Recommending products to customers and suggested other options if preferred product was unavailable.