



Chiheb Agerbi

About Me

Expert in team management and exceeding goals with exceptional experience. Creative and motivated leader, skilled in designing and planning complex projects. Able to teach new techniques and best practice strategies. Excellent in problem and conflict resolution to boost team performance and drive organizational success. Strong knowledge in process improvement and inventory control.

Skills

- Business planning
- Data collection and analysis
- Microsoft Office
- Inspiring leadership
- Business administration
- Customer service
- Leadership
- Employee management

Contact



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Education

- Bachelor of Business Administration: Business Management
| ISET Siliana, Siliana, Tunisia
- Certificate of Higher Education: Economy management 9
| April 1938, Tunis, Tunisia, June 2019

Work experience

- ✓ **June 2021 – Sep 2021** Transtu –Supervisor, Tunis, Tunisia (Tunisian RTA)
 - Led by example to maintain team motivation, ensuring daily tasks were performed accurately and efficiently. Manage website design, content, and SEO Marketing, Branding and Logo Design
 - Built customer retention and satisfaction by delivering top-quality service.
 - Managed staff rotas, and planning workloads effectively and strategically
 - Achieved order processing and delivery time targets through smooth warehouse operations.
 - Dealt with customer complaints and rectified product and service issues.
- ✓ **June 2022 – mar 2022** Tunisian Post –Customer Service Agent, Tunis, Tunisia
 - Delivered consistently excellent customer service to guarantee positive company experiences.
 - Acted as first point of contact for customer issues and queries.
 - Collaborated well with other customer agents to deliver consistent service across various platforms. Exceeded targets with strong rapport building and product knowledge.

Language

English : A2 Ongoing English Learning

French : B2

Arabic : Native



June
2022
-
Dec
2022

June 2022 – December 2022 BNA – Banking, Tunisia

- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Processed customer correspondence, reducing communication delays for improved client satisfaction ratings.
- Worked with call handling technology to respond to increased customers within target timeframes.
- Oversaw training and mentoring of new team members, promoting productivity and quality service.
- Kept abreast on economic, financial and political events, measuring impact on corporate lending activities.
- Consistently monitored loan repayment performance, promptly taking action to collect from past-due accounts.
- Collected and analysed financial data to determine creditworthiness and advise appropriate structure.
- Built and carefully managed loyal, profitable client bases.
- Observed and acted on stock market trends and movements.



July
2019
-
Aug
2020

PRIX QUALITE RAISONABLE – Sales Executive, Tunisia

- Built focused new client networks, growing business opportunities and increasing revenue possibilities.
- Effectively handled daily customer meetings, sales calls and account management tasks, improving sales team efficiency.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Created and managed client contracts, negotiating positive, profitable terms to aid target revenue attainment.