



FARHANE MERIAME

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PROFESSIONAL SUMMARY

Astute Call Center professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections. Self-motivated and true team player.

Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering experience in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations.

SKILLS

- Customer Account Management
- Order and Refund Processing
- Understanding Customer Needs
- Building Customer Trust and Loyalty
- Customer Retention Strategies
- Time Management
- Credit Card Payment Processing
- Customer Inquiry Response
- Citrix
- Customer Account Management Software

WORK HISTORY

Customer Service Representative | Sitel - Casablanca, 10/2020 - CURRENT CAS

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Developed, updated and organized **Software** databases to handle customer and **Type** data.
- Bolstered customer retention by creating and offering unique discount options and inspiring interest in new product lines.
- Contributed to annual store sales of **\$Amount** per **Timeframe**.

Customer Service Representative | Acticall - Casablanca, 10/2014 - 10/2020 CAS

- Answered constant flow of customer calls with minimal wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.

EDUCATION

University Hassan 2 , Casablanca, CAS 06/2006