



SINDA ALOUI

Customer service representative

Highly motivated and resilient with a passion to help people and make a positive impact on their day.

Quick to learn and adapt, bringing assistance and support with high empathy, solution-oriented and customer focused strategy.

Dedicated to always provide an excellent customer experience.

CONTACT

✉ sinda.aloui97@gmail.com

☎ +216 51666648

📍 Rades Meliane 2, Ben Arous,
Tunisia

SKILLS

- Teamwork
- Creativity
- Time management
- Empathy
- Problem-solving
- Adaptability and flexibility
- Active listening
- Communication
- Time management
- Customer care
- Emotional intelligence

LANGUAGES

- Arabic: Native
- French: Fluent
- English: Fluent

EXPERIENCE

Bilingual customer service Advisor

CONCENTRIX, Tunis | October 2023 - June 2025

Finance Operations: Bilingual French English | Inbound calls - Chat Support Agent

- Addressing customers inquiries and providing the best solution to their concern.
- Actively listening, empathizing with customers in order to understand their situation.
- Ability to maintain high KPI score and customer satisfaction with the lowest CI, BI rate.
- Assure an excellent customer experience through interpersonal skills.

EDUCATION

Master's degree in design

Major: Interior architecture | Higher Institute of Fine Arts - Tunis, Tunisia
Oct 2020 - June 2023

CERTIFICATIONS AND VOLUNTEER EXPERIENCE

Customer service skills

Alison | May 2023 | Certification identifier : 1929-30043319

The International Meeting Of Students Painters

OOUN Tunis | July 2019

Member and volunteer in an international event