

Nour Elhouda BEN AMMAR
Senior Customer Service Representative

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Versatile and customer-focused professional with a higher degree in English for Business Communication and a strong background in customer service and client relations. Skilled in delivering exceptional support, resolving issues efficiently, and maintaining high levels of customer satisfaction. Brings strong interpersonal and communication skills, with the ability to engage effectively in multicultural and fast-paced environments. Committed to creating positive client experiences and contributing to team success through professionalism and adaptability.

WORK EXPERIENCE

Senior Customer Service Representative

From October 2023 to May 2025

Teleperformance, Tunis, TU, Tunisia

- Maintain a strong customer-focused approach, consistently delivering high-quality service during all interactions.
- Provide expert-level technical assistance to clients by diagnosing and resolving a broad range of software and hardware issues promptly and accurately.
- Handle incoming calls and customer inquiries professionally, providing timely and effective support to resolve issues and ensure customer satisfaction.
- Maintain a positive attitude and respond calmly to customer complaints, ensuring effective resolution and customer satisfaction.
- Collaborate with cross-functional teams to enhance customer service strategies and address complex technical challenges.
- Analyze customer feedback and service metrics to identify opportunities for improving service delivery.
- Participate actively in team meetings, sharing insights and recommending process improvements.
- Assist colleagues in managing difficult customer situations and complex technical inquiries, promoting teamwork and problem-solving.

Administrative & Purchasing Assistant

From September 2022 to September 2023

Bostani Chocolate Belgium, Tunis, TU, Tunisia

- Manage general administrative duties such as organizing files, preparing documents, scheduling meetings, and handling correspondence to ensure smooth office operations.
- Provide excellent customer service by responding to inquiries, addressing concerns, and maintaining positive relationships with clients and vendors.
- Coordinate booth rentals and manage show registrations, including processing applications, confirming bookings, and liaising with event organizers to facilitate successful participation.
- Handle purchasing activities by sourcing suppliers, obtaining quotes, processing purchase orders, and monitoring inventory levels to maintain adequate stock and control costs.
- Maintain accurate records of purchases, expenses, and vendor contracts, ensuring compliance with company policies and procedures.

English & French teacher

From May 2022 to August 2022

Al Maarifa School, Tunis, TU, Tunisia

- Plan and deliver engaging lessons in both English and French tailored to the learning levels of elementary students.
- Develop and adapt age-appropriate curriculum materials and activities that promote language skills in reading, writing, speaking, and listening.
- Assess and monitor student progress through regular evaluations, providing constructive feedback.
- Use technology and multimedia resources to support and enrich lessons.

WORK EXPERIENCE	Sales Assistant	From September 2019 to September 2021
	L'epicurien, Tunis, TU, Tunisia - Greet customers warmly and assist them in locating products that meet their needs. - Provide detailed product information, answer customer questions, and offer personalized recommendations to enhance the customer's experience. - Manage customer inquiries, returns, and exchanges promptly and courteously to ensure satisfaction. - Support promotional activities and seasonal sales events to drive store revenue. - Monitor inventory levels and communicate stock needs to management for timely replenishment. - Handle customer complaints professionally, seeking resolutions that maintain positive customer relationships.	
EDUCATION	English for business communication	From September 2019 to August 2022
	Higher institute of applied studies in humanities of Tunis, Tunis, TU, Tunisia	
	Baccalaureate Degree	From September 2014 to August 2017
	New Testament Institute in Bouarqoub, Nabol, NB, Tunisia	
SKILLS	Customer-Focused with Strong Empathy and Patience	
	Committed to understanding and addressing customer needs with genuine care and calmness. Demonstrates the ability to listen actively, remain patient during challenging interactions, and deliver personalized support that enhances customer satisfaction and loyalty.	
	Exceptional Verbal and Written Communication Skills	
	Convey information clearly, confidently, and professionally in both spoken and written formats.	
	Multilingual Communication	
	Communicate effectively with clients and colleagues in multiple languages, fostering clear understanding across cultural and linguistic barriers. Enhances customer experience, supports diverse team collaboration, and improves service delivery in international or multicultural environments.	
	Technical support	
	Proficient in diagnosing and resolving technical issues, providing clear guidance to users, and ensuring smooth operation of products or services. Skilled in troubleshooting hardware/software problems and delivering timely solutions to enhance customer experience.	
	Strong Organizational and Multitasking Skills	
	Manage multiple tasks, priorities, and deadlines efficiently while maintaining high attention to detail. Ensures smooth workflow, timely service delivery, and the ability to adapt quickly to shifting demands in fast-paced environments.	
LANGUAGES	Training and mentoring abilities	
	Skilled in guiding, supporting, and developing new or existing team members through hands-on training, knowledge sharing, and ongoing mentorship. Contributes to improved team performance, faster onboarding, and a collaborative work environment.	
	Use of CRM tools and support systems	
	Experienced in utilizing customer relationship management (CRM) software and support platforms to track interactions, manage customer data, and streamline service processes.	
	English	
	Fluent	
	French	
	Fluent	
	Arabic	
	Native	