



Adam Djiddi

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ABOUT ME

Dedicated and customer-focused professional with 2 years of experience in customer service and call center operations and Marketing assistant, excelling in attending to customer interactions, efficiently gathering information, and providing high-quality services and support. Proven track record of resolving issues promptly and thoroughly and seeking a challenging position that leverages my skills.

WORK EXPERIENCE

Customer Service Representative

Alshaya Group [2018 – 2019]

City: Jeddah | **Country:** Saudi Arabia

- Answering incoming calls and responding to customer inquiries, making outbound calls to follow up on customer inquiries, or providing information as required.
- Responsively managing customer inquiries through various communication channels (Chat / Emails).
- Recorded detailed information and completed call logs, ensuring comprehensive record-keeping and providing accurate product and service information.
- Professionally resolving customer complaints and escalating complex issues.
- Frequently attended educational seminars to improve.
- Resolve any emerging problems that our customers might face with accuracy and efficiency.
- Knowledge and performance level Meet personal/team qualitative and quantitative targets.
- Proficient in using all customer support platforms.

Front Desk Customer Guidance

Satel [2023 – 2024]

City: kigali | **Country:** Rwanda

- Deliver excellent customer service by promptly attending to incoming calls and guidance for customers, and emergence line within established quality guidelines.
- Provide accurate and timely product/service information to customers while maintaining high-quality standards.
- Resolve product/service issues effectively to uphold the organization's reputations.
- Foster a positive team environment by demonstrating strong team spirit and motivation.
- Handle/resolve customer complaints to ensure satisfaction within defined authority limits, escalating when necessary.
- Identify potential products/services based on customer needs and recommend them to management.
- Maintain call quality standards and achieve targets for service and customer satisfaction scores.
- Generate new prospects and upsell the products to contribute to business growth.
- Update customer records accurately via service requests, complaints, and notes while maintaining confidentiality.
- Ensure compliance with the organization's policies, standards, and local regulations.
- Complete special tasks assigned by team leaders and managers.
- Demonstrate flexibility in shifts to achieve defined service levels and abandonment rates.
- Adhere to policies, procedures, and punctuality standards.
- Operate within the framework of group policies and organizational governance.
- Authorized to make decisions within the approved authorization matrix.

Lab assistant

University of kigali [2023--4 months]

City: kigali | **Country:** Rwanda

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Ensure all materials and instruments are ready and in proper working order.
Observe the experiment and promptly address any issues or anomalies.

EDUCATIONAND TRAINING

Bachelor degree in Computer Science

University of Kigali [12/2020 – 05/2024]

City: Kigali | Country: Rwanda

LANGUAGE SKILLS

Mother tongue(s): Arabic

Otherlanguage(s): English | French

DIGITAL SKILLS

Customer Service / Multi-tasking / Phone Skills / customer satisfaction / CRM / Avaya Call Management System (CMS) / Way4 - Finnone - Knowledge Management KM - all bank support platforms / Quick Learner and adaptable to new exposures and experiences / Problem-solving / Quality Focus / Microsoft Office / Initiative/Self-motivation / flexible / Adaptability/Self- learning / English-French-Arabic communication/ Interpersonal skills / Teamwork skills. / Valuing diversity / leadership