**Communication and information**

Name : HAMOUDI  
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Une image contenant Visage humain, personne, sourcil, lèvre

Description générée automatiquement



# Skill

|  |  |
| --- | --- |
| Method | AGILE |
| Operating system | Windows |
| Other tools | Microsoft Word - Microsoft PowerPoint - Microsoft Excel - Microsoft Teams - Microsoft Outlook |
| Languages | Arabic (read, speak and write fluently), French ( read, speak and write fluently),English ( read, speak and write fluently ) and, German ( read, speak and write fluently ). |

# DIPLOMAS

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| --- | --- | --- |
|  | **2023 - 2024** | **Licence commerce international**  Higher technician diploma in international trade |
|  | **2021 - 2023** | **Licence communication and information**  Algiers University Abou El Kacem Saâdallah |
|  | **2020 - 2021** | **Baccalauréat Experimental science series**  High school Omar Racim  Mention : quite well |

# Professional experience

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| --- | --- | --- | --- | --- |
|  | 2022 - Webhelp | | | |
|  | Role | Technical support customer advisor |
|  | **Project context** | Supporting a customer : the technical Support Advisor provides assistance to the user in the use of software or hardware. Develop a continuous improvement approach : it identifies the functional improvements desired by users. |
|  | Method | AGILE |
|  | Task to do | * Answering inbound calls * Providing technical assistance * Resolving problems * Handling inquiries * Talking orders * Selling and retaining customers * Documentation of interactions |
|  | Tools / Tech. | Microsoft Word - Microsoft PowerPoint - Microsoft Excel - Microsoft Teams - Microsoft Outlook. |