



# ILYES BOUGARAA

social media representative



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Zone 25 street 820  
building 122  
Mansoura  
Doha Qatar



## TECHNICAL SKILLS

Self confident

Team work

Creative thinking

Problem solving

attention to details

work under pressure

customer oriented

positive attitude



## CAREER OBJECTIVE

Algerian bachelor of arts major foreign languages English language and literature, has a good experience in administrative field as well customer service and technical support both in Algeria and Qatar. highly qualified ambitious to get new challenges to enhance my skills and to build a new career.



## EXPERIENCE

### Ooredoo Qatar

social media representative

25-04-2018 - 08-07-2018

assist customers inquiries through social media chanel including Facebook, Instagram, messenger and email to provide answers and solutions for there problems related to the services provided by the company.

### Ooredoo Qatar

Technical support

23-07-2017 - 23-04-2018

● Provide technical support regarding home broadband maintenance and installation along with technical team. ● Solve internet issues using different systems with association with other departments. ● Replace and register new internet devices along with technical team. ● Reissue installation work orders and creating new ones as per customer request or any technical issues.

### Ooredoo Qatar

Customer service representative

26-08-2015 - 21-07-2017

● Answering the calls and inquiries and ● processing all customers' requests whether they are individuals or companies, with courtesy, efficiency and professionalism. ● Confirming the exact comprehension of the customer request as well as the verification and entering data of customer information in our systems. ● Promoting our products and services, to all prospects and existing customers. ● Documenting and referring to the appropriate responsible group's complete information on customer

### Ministry of interior department Algeria

Admin

10-01-2011 - 24-12-2014

● Meet and greet members of public. ● Process applications and requests given by direct supervisor. ● Making weekly and monthly reports concerning the office work . ● Ensure the distribution of application to the right department, and providing subsequent advice and direction to the public. ● Provide other admin duties to senior management. ● Attending incoming calls and provide advice subsequently. ● Receiving correspondences and respond accordingly.



## INTERESTS

social and cultural events and conferences  
scientific and technological researches



## REFERENCE

**Rushdy Boumedine - "Qatar charity"**

Content writer manager  
Rushdyb\_87@yahoo.fr  
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## EDUCATION

**Ferhat Abbas university**  
BA English language and literature  
11/20  
2009



## PROJECTS

**Financial management INJAZ QATAR**

*5 weeks*

provide the good rules to deal with money in our daily life and how to make a strategy to spend it in a good manner.



## PERSONAL PROFILE

Date of Birth : 28/06/1983

Marital Status : Married

Nationality : Algerian

Known Languages : Arabic, English, French

Hobby : poetry and Arabic creative writing travel and tourism reading historical novels commentary and videography



## DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.