

MONDER KAFI

| Customer Service |

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PROFESSIONAL SUMMARY:

Results-driven **Customer Service Representative / Call Center Agent** with 6+ years of experience in Qatar and international environments. Proven ability to manage high-volume inbound calls, resolve customer complaints efficiently, and achieve key performance indicators (KPIs) including Customer Satisfaction (CSAT) and First Call Resolution (FCR). Experienced across banking, healthcare, and hospitality sectors, with strong communication skills and a customer-focused approach.

EDUCATION&QUALIFICATION:

- **PMP Certification — In Progress (Expected 2026)**
- **Photography Designer Diploma — Training and Professional Education, Algeria (2022)**
- **Hospitality Management — National Institute of Hospitality and Tourism, Algeria (2020)**
- **High School Diploma (Mathematics Technical) — Algeria (2016)**
 - ✓ **Training courses (Hosting, welcoming, finance)**

PROFESSIONAL EXPERIENCE:

DURATION: SEP 2024 | PRESENT

POSITION: CUSTOMER SERVICE REPRESENTATIVE (CALL CENTER & FINANCIAL SERVICES)

COMPANY: GULF EXCHANGE, DOHA, (QATAR).

RESPONSIBILITIES:

- Handle high-volume customer interactions daily, ensuring fast and accurate service delivery
- Assist customers with foreign exchange, remittance services, and transaction inquiries
- Ensure compliance with KYC and Anti-Money Laundering (AML) regulations
- Resolve customer complaints efficiently, improving customer satisfaction and retention
- Maintain strong knowledge of financial products, fees, and exchange rates
- Achieve performance targets including service quality, accuracy, and transaction efficiency
- Deliver professional service to a diverse international customer base.

DURATION: MAR 2023 | AUG 2024

POSITION: CALL CENTER AGENT / CUSTOMER SERVICE REPRESENTATIVE

COMPANY: THE VIEW HOSPITAL, DOHA, (QATAR).

RESPONSIBILITIES:

- Managed 100–200 inbound calls per day, maintaining high call quality standards
- Responded to patient inquiries, complaints, and appointment requests effectively
- Achieved high First Call Resolution (FCR) through accurate information delivery
- Escalated complex or sensitive cases to relevant departments

- Maintained professionalism and empathy when handling sensitive situations
- Contributed to high customer satisfaction through efficient call handling

DURATION: OCT 2019 | DEC 2022

POSITION: CUSTOMER SERVICE REPRESENTATIVE (HOSPITALITY)

COMPANY: MARRIOTT HOTEL, ALGIERS, (ALGERIA).

RESPONSIBILITIES:

- Delivered high-quality customer service to international guests in a fast-paced environment
- Handled guest inquiries, complaints, and service requests promptly and professionally
- Ensured customer satisfaction through effective problem-solving and service recovery
- Built strong guest relationships, contributing to repeat business and positive feedback
- Maintained service excellence standards aligned with hospitality best practices.

TECHNICAL SKILLS:

- **Technical Skills:** CRM & Scheduling Systems, Data Entry & Reporting Tools.
- **Expertise:** Microsoft Office (Word, Excel, PowerPoint).
- **Software:** Media Care Cloud System, Opera System, People Soft System, Apex Healthy, BSS System, CASMEX System, Canva, Photoshop.

CORE SKILLS:

- Customer Service Excellence & Customer Satisfaction (CSAT)
- Call Center Operations (Inbound & Outbound Calls)
- Complaint Resolution & Conflict Management
- First Call Resolution (FCR) & Call Handling Time (AHT)
- KPI Achievement & Performance Monitoring
- Communication, Active Listening & Empathy
- Multicultural Customer Handling
- Problem Solving & Decision Making

LANGUAGES:

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

NOTE: CERTIFICATE OF EMPLOYEMENT AND CHARACTER REFERENCES WILL BE PRESENTED UPON REQUEST

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APPLICANT