

Customer Support & Technical Support Specialist

Cairo · 5 à 10 ans d'expérience · Réf. 2608252055

Ma recherche

Contrat recherché : Tout contrat

Zone : Toute la France

Mobilité : sur toute la France

Rémunération : à étudier

Secteur : Bâtiment

Expériences professionnelles

01/2020 - à ce jour — Customer Support / Technical Support Specialist

Provided technical support and customer assistance for Apple products and services, troubleshooting hardware, software, account and connectivity issues. Handled interactions in French and Arabic, escalated complex cases, maintained high volume support standards.

01/2018 - 12/2020 — Customer Service & After Sales Support

Handled customer service and after sales support, resolved requests and complaints, performed troubleshooting, documented cases and followed escalation procedures.

01/1992 - 12/1994 — Customer / Administrative Experience

Professional experience in Algeria involving customer interaction and day to day business support.

Langues

Français (maternelle), Arabic (maternelle), English (courant), German (notions)

Atouts

Customer Service & Customer Experience, Technical Troubleshooting & Problem Solving, After Sales Support, AppleCare / Technical Support, French Customer Support, Complaint Handling & Escalation, Remote Customer Support, CRM & Case Documentation

Fiche anonyme — l'identité et les coordonnées du candidat sont communiquées aux recruteurs qui en font la demande sur pmebtp.com.