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Luxembourg

### **PERSONAL STATEMENT**

I am an ambitious, professional and hard-working person. I speak five different languages fluently: English, French, German, Luxembourgish, Arabic and basic Japanese. I have travelled around the world. Providing the best customer service and help customers achieve their goals is my main target. It would really be an honor for me to work for your great respectable company, because of its great reputation and excellent services.

### **WORK EXPERIENCE**

Technical Support Agent – Dates of Employment (March 2016-October 2017)  
Teleperformance, (English & French Department) - Kaspersky Lab  
Athens, Greece.

#### **Responsibilities:**

Providing technical solutions for customers over the phone (B2C).  
Supporting difficult customers, who struggle with computer issues  
Providing informations about Kaspersky products  
Administration ( writing emails, notes)

### **EDUCATION**

BSc Bachelor in Science ( Psychology & Languages)  
The Open University of Milton Keynes UK  
Graduated July 2017

Cognitive Psychology  
Child Development  
Discovering Psychology  
Social Psychology  
French  
German  
Health Sciences

Certificate in Counselling Skills Level 2 & 3  
CPCAB Brighton, England UK

Counselling skills ( how to guide people in difficult situations)  
Active listening skills  
Empathetic behaviour  
Psychotherapy

Certificate Level 2 & 3 Japanese  
Coto Language Academy Tokyo, Japan

Basic Japanese conversational skills  
Kanji  
Hiragana & Katakana  
Japanese culture

High School  
Lycee Technique Mathias Adam  
Business ( Commerce)  
Luxembourg ( September 2003-July 2009)  
Mathematics  
Languages (English, French, German, Luxembourgish)  
Economics  
Accounting  
Geography  
History  
Computer  
Business Administration

### **Skills**

Languages ( English, French, German, Luxembourgish, Arabic & basic Japanese)  
Customer service ( providing solutions and services)  
Administration (Microsoft Office, Excel, Power Point)  
Swimming  
Professionalism ( How to deal with difficult and stressed customers )  
Cooking

### **PERSONAL INTERESTS**

I have a great passion for travelling. I have visited many countries : UAE, England, France, Germany, Egypt, Japan, Hawaii, USA, Iceland, Greece, Australia, Singapore and many more. I love reading psychology & history books. Keeping my soul & body healthy is very important for me and so I regularly do fitness, swimming and try to eat healthy.

### **REFERENCES**

Mr. Atsumi Araki  
Veltra Group  
Tokyo, Japan