



# Brahim Houdjedje

## Customer Care Executive

### PERSONAL INFORMATION

Notice Period: Available immediately  
Phone number : (+213) 553803868  
Address: Algiers, Algeria  
Email address :  
**bahihoudjedje@gmail.com**

### LANGUAGE SKILLS

Arabic : Native  
English : Full proficiency  
French : Intermediate

### KEY SKILLS

Effective communication skills  
Strong organizational skills  
Creative problem-solving skills  
Active listening skills  
Customer focus/care/support  
Microsoft Office proficiency  
Phone etiquette  
Self-motivation and teamwork spirit  
Analytical and critical thinking skills  
Strategic planning skills  
Impressive typing speed  
Working under pressure  
Details oriented  
Multitasking skills  
Tact and confidentiality  
Flexibility and adaptability  
Cultural intelligence  
CAT tools: MemoQ, Dejà Vu

### PROFILE

A highly motivated and empathetic Customer Care Specialist with experience in delivering exceptional service within the healthcare industry. Proven track record in managing patient inquiries, scheduling appointments, handling sensitive information, and ensuring seamless communication between patients and healthcare providers. Skilled in maintaining calm & professionalism in high-pressure environments, resolving complex patient issues, and providing tailored solutions that prioritize patient satisfaction. Adept at working with diverse teams, navigating (RHR) systems, and ensuring compliance with (HIPAA). Demonstrates strong problem-solving abilities and commitment to enhancing the patient experience, contributing to improved operational efficiency and patient retention.

### Education

#### Bachelor's Degree in English Language & Literature

2012 - 2015

Kasdi Merbah University of Ouargla

#### Master's Degree in Translation Studies

2015 - 2017

Mouloud Maameri University of Tizi Ouzou

### PROFESSIONAL EXPERIENCE

#### Customer Care Executive

Oct 2017- Jan 2020

Clinique Des Oasis, Algeria

- Handled inbound and outbound calls from customers/patients with various inquiries and questions regarding their treatment, wellness programs, health insurance, and prescription plans and helped provide the best solutions ensuring the highest levels of customer care.
- Collected, sorted, and prepared medical patient files for appointments from the medical records department.
- Catered to the needs of all incoming patients, ensuring customer satisfaction.
- Ensured registration documentation was complete to adhere to department policies and procedures.
- Educated the patient/patient's family on doctor's consultation and follow-up therapy or laboratory test procedures in line with the requirements of the patients.
- Developed knowledge of patient needs and trends to improve customer satisfaction and loyalty.

#### Translator/Proofreader

Sept 2015- Present

Freelance/Remote

- Translating different texts from Arabic to English and vice versa.
- Accurately translating texts while considering the cultural peculiarities of both languages.
- Precisely identifying linguistic errors in the target text, correcting grammatical and stylistic mistakes, typos, and punctuation errors.