



OBJECTIF

Experienced and reliable customer service officer with 2-year experiences providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

EDUCATION

Bachelor Degree in English Studies, specialized in Linguistics and Cultural Studies.

Sidi Mohammad Ben Abdullah

2018 – 2021 | Fez, Morocco

General University Studies Diploma, (DUEG)

Sidi Mohammad Ben Abdullah

2018 – 2021 | Fez, Morocco

Baccalaureat in Littérature

Lycée Azaiton

2016 – 2018 | Taza, Maroc

PROFESSIONAL EXPERIENCE

Customer Services and Contracting Coordinator

June. 2022 – May. 2023

Sanford Federal Inc | Tanger, Morocco

- Answer phone calls, and respond to emails.
- Schedule meetings with clients.

- Manage travel plans for employees.
- Issue invoices to clients
- Update the company social media and website
- Answer an average of 100 calls per day in a high-volume call center environment.
- Resolve customer complaints and ensure calls are handled in a professional and prompt manner.

Customer Services Representative (Team Lead)

July. 2021 – May. 2022

Himri Investement Group | Tanger, Morocco

- Helped bank account holders resolve common issues related to debit cards, credit, loans and savings account.
- Dispatched customers to the correct department when needed.
- Communicating goals and deadlines to team members
- Assessing team performance and providing feedback to employees.
- Assisting with hiring and training employees.
- Planning workload and delegating tasks.

English Language Teacher

January. 2020 – February. 2022

Heitic Group | Fez, Morocco.

- Supervised students progress in acquiring language skills.
- Planned tests and assessment methods for checking students' communicating skills.
- Combined various English teaching methods and techniques to help students improve their results.
- Maintained positive student-teacher relationship and cooperated with parents on a daily basis.

CERTIFICATES

EF SET CERTIFICATE (C2 Proficiency)

June. 2023

120-hour TEFL Certification Course

Provided by the TEFL Professional Development institute in June 2023

TEFL Certification Course

Provided by The TEFL Professional Institute (Teacher Records) in June 2023

Skills

- Empathy
- Point-of-sale proficiency
- Computer skills
- Interpersonal skills
- Problem-solving
- Microsoft tools (excel, word...)
- Adobe Acrobat PDF Editor

LANGUAGES

- Arabic : Mother Language
- French : Basic Conversation
- English : Fluent