

AHLAM HMADOU

PERSONAL PROFILE

I am an enthusiastic, Customer-oriented person with strong work ethics and positive attitude , according to my studies and experiences in customer service , I am seeking forward to work for a multinational company to put my skills and competencies in a good use

WORK EXPERIENCE

IPTV Customer service

Remotely Work | Oct 2022- To now

Customer Service Agent

RAM HANDLING (CMN Airport) | FEB 2022- SEP 2022

Receptionniste

Vaccination center Souissi (Rabat) | JUL 2021-SEP 2021

Bank Reception Advisor

Popular Bank (Taza) | AUG 2020 - SEP 2020

Ground staff Trainee

RAM HANDLING (Casablanca Airport) | JUL 2019

EDUCATIONAL HISTORY

MED 5 UNIVERSITY

*University general studies diploma (Economics & Management Sciences)
2018-2021*

CFPNC-Rabat

*.Hospitality diploma (2018-2021)
.Safety & Security Onboard certificate
(November 2023)*

Public High school

*Baccalaureat diploma (Economics Sciences)
2017-2018*

Annassime High school

*Baccalaureat diploma (phisics & chemistry)
2016-2017*



CONTACT ME AT



+212661235734



hmadouahlam7@gmail.com



24-05-1999



24 Massira 2 , TEMARA, MAROC



Single, Moroccan

SKILLS SUMMARY

- Project Management
- Customer Service Provider
- Budgeting and Cost Analysis
- Problems solver
- Hospitality ethics
- Software skill : Word, Powerpoint , Excel , Altea

LANGUAGES SPOKEN

■ ARABIC : Mother tongue

■ ENGLISH : Fluent

■ FRENCH : Fluent