

RACHID BEZZAZ

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I am a young dynamic, charismatic and passionate adult. I tend to get along with most people as I adapt very well to personalities and love socializing. I speak 3 languages fluently (English, French and Arabic), and been in the customer service field for a while now.

EXPERIENCE

APR 2021 – FEB 2022

SNAPCHAT CONTENT MODERATOR, SITEL

Ensuring high quality of content moderation for the client , and keeping in touch with him by updating him every week through calibrations about users trends and FAQs about content.

FEB 2022 – MAY 2022

SALES REPRESENTATIVE, V12 SOFTWARE

Outbound calls to Dealerships all over the US and Canada region, pitching the company's digital marketing services and advising prospects about Ads campaigns and selling them a plan eventually.

MAY 2022 – SEP 2022

APPLE CUSTOMER ADVISER, MAJOREL

Providing tech support for French speaking customers all over the world, while meeting expectations of both **Customer Satisfaction** and **Apple's** externals audit every month.

SEP 2022 – DEC 2022

DUTY FREE SALES ASSISTANT, QATAR AIRWAYS

Assisting passengers in **HAMAD INTERNATIONAL AIRPORT** to find the right product they need before heading for their flight and ensuring a five stars **CUSTOMER SERVICE** experience.

WORTH MENTIONING:

- ASSISTANCE IN CAFES AND RESTAURENTS.
- ENTREPRENEURSHIP IN E-COMMERCE.
- ENGLISH PRIVATE TUTOR FOR MIDDLE AND HIGH SCHOOL STUDENTS.

EDUCATION

JULY 2018

HIGH SCHOOL DIPLOMA, OTHMAN BEN AFFAN HIGH SCHOOL

Graduated high school majoring in Physics sciences.

JULY 2021

TWO-YEAR UNIVERSITY DEGREE IN ENGLISH STUDIES, HASSAN II UNIVERSITY

Graduated majoring in Literature.

WORTH MENTIONING:

- FRENCH DELF CERTIFICATE LEVEL B1 (2013).
- STUDIED NETWORKS FOR ONE YEAR IN OFPPT (2019).
- ADVANCED LEVEL IN ENGLISH CERTIFICATE BY BRITISH CENTER IN CASABLANCA (2019).
- PREPARING FOR BA IN ENGLISH STUDIES THIS YEAR.

SKILLS

- Excellent interpersonal skills
- Ability to remain calm under pressure
- Effective communication
- Tact and diplomacy
- Team work