

BIZAIM HAFID

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SUMMARY

Dynamic and customer-oriented professional with over one year of experience in client relations and service. Fluent in English, French, and Arabic, with a passion for delivering exceptional service and ensuring passenger comfort.

WORK EXPERIENCE

Customer Service Representative
AI AMANA Micro-Finance, Tiznit

Jan 2024 - Present

- Delivered high-quality customer service to a diverse clientele, ensuring satisfaction and loyalty. Communicated effectively in English, French, and Arabic to address client needs and resolve inquiries. Resolved complaints and issues promptly, demonstrating strong problem-solving skills. Managed multiple tasks in a fast-paced environment, including appointment scheduling and client follow-ups. Conducted training sessions for clients, showcasing the ability to provide clear instructions and support. Performed field visits to support client projects, enhancing relationship management and adaptability.
- Handled customer inquiries via phone, email, and in person, providing prompt and accurate information
- Collaborated with internal teams to address client issues and ensure smooth service delivery.

EDUCATION

Innovation and Entrepreneurship Management
Specialized Institute of Applied Technology (ISTA)

Sep 2022 - Jun 2024

- Specialization in Management
- entrepreneurial strategies

Specialized Technician in Computer Development

Sep 2020 - Jun 2022

Specialized Institute of Applied Technology (ISTA), 2020-2022

- programming, software development, and IT fundamentals

ADDITIONAL INFORMATION

- **Technical Skills:** Project Management, IT technologies , entrepreneurship
- **Languages:** English, French , Arabic
- **Certifications:** Baccalaureate , Management and digital Marketing