

Mustapha Benkri

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A motivated person with passion for growth, excellent communication skills and experience in customer service, sales, problem solving, and project management. I would like to acquire a job that will allow me financial stability, while developing my skills and character to open doors for future advancement in the workforce.

Employment

Sep 2021 - Present

Facility Coordinator

Atalian global services, Amsterdam

Coordinating with external vendors & overseeing all activities/events inside Amazon office. I created processes/procedures to ensure a smooth run of our team mission (Inventory management, Mail tracking, cleaning schedules, cleaners leave/worked hours tracking...). Inspecting office appliances and arranging for repairs. Assisting employees & visitors.

Aug 2021 - Sep 2021

Order Picker

Tempo-team(Albert heijn warehouse), Amsterdam

I Ensured that the products are staged correctly, accurately and on time for delivery.

Jan 2019 - Nov 2019

Project Manager

Exploring Morocco Travel, Marrakech

As a start-up Travel Agency, to improve our customer service and business propositions, I created the internal company data base: CRM, quotation spreadsheets, written processes & procedures, products content... Sourcing, contracting suppliers and approaching potential new collaborators. Dealing with Tour Operators requests and complaints and ensuring that our actual products/services are compliant with what we sell online.

Sep 2018 - Nov 2018

Travel advisor

Mountain Voyage, Marrakech

I planned our customers holidays, created quotes & dealt with our key business partners such as-National geographic- requests.

Jan 2017 - Aug 2018

Responsible Business Coordinator

Peak Adventure Travel, Marrakech

Under the supervision of the General Manager, I created a project named "Palm Project" to lead the entire office-more than 20 employee- in developing more responsible business initiatives towards the society and the environment, and I assisted the General Manager in the B-Corp audit of PEAK DMC Marrakech.

Jan 2016 - Aug 2018

Senior Purchasing & Reservations Assistant-Europe

Peak Adventure Travel, Marrakech

To ensure a good customer service is provided to our internal/external customers, I was in charge of training, leading, recruiting our Reservations Assistants. Improving/creating the work procedures to limit the margin of mistakes & save time. To solve "on the ground issues" I managed successfully the 24h/7 emergency phone number. Sourcing alternative suppliers when needed. Dealing with urgent late requests and other critical bookings. Sending out contracts to our suppliers and making sure the prices are compliant. Pricing our products/services & upload them to the relevant website.

Aug 2014 - Dec 2016

Purchasing & Reservations assistant-Europe

Peak adventure Travel, Marrakech

I oversaw Europe Ops emails inbox- more than 150 email/day- to assist leaders, suppliers, brands, and solving critical matters, in addition to the daily booking's tasks. I assisted our department managers in the preparations for the upcoming seasons. (Pricing, contracting, updating spreadsheets...).

Nov 2013 - Aug 2014

Reservation Assistant for Morocco/Europe

Peak Adventure Travel, Marrakech

Invoices checking before passing them on to Finance team, in addition to the daily scheduled groups bookings (accommodations, transport, other activities)

Dec 2013 - May 2014

Apr 2012 - Oct 2012

Jan 2008 - Dec 2011

Education

Jan 2005 - Jul 2006

Sep 2006 - Jul 2008

Sep 2008 - Jul 2009

Sep 2009 - Jul 2011

Jan 2020 - Jan 2020

Courses

Jan 2020

Jun 2016

Jan 2013

Skills & Qualities

Languages

Hobbies

Multi tasking employee

LC Confort- Pool covers making, Marrakech

Making pool covers with their delivery & prospecting new potential customers/collaborators.

Travel agency representative

Lamy Conseil- Corendon, Marrakech

24/7 assistance of our customers and selling/promoting the company's products and services.

Trainings

Accommodations/Restaurants, Marrakech & Zagora

In alternation with school, I had 9 months training in different positions: Reception, Restaurant, Sales, Hotel warehouse- inventory management.

Literary bachelor

Sidi Ahmed Bennacer, Zagora

English literature

Cadi Ayyad University, Marrakech

Catering Management

Specialized Institute in Hotel and Catering, Marrakech

Accommodation Management

Specialized Institute in Hotel and Catering, Marrakech

DTS Diploma (Specialized technician diploma).

Certificate of the Dutch Civic Integration exam A1

Netherlands consulate, Rabat

Sales Techniques

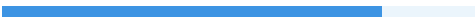
Conflict Management

Microsoft Office Training

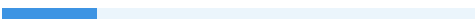
- Highly Dependable & Driven Individual
- Well Organised & Efficient
- Flexible & Adaptable
- Leadership and Team player

- Diligent & Humble Fast Learner
- Creative & Problem Solver
- Multitasking & Accepting Responsibilities

English



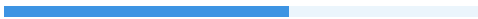
Dutch



Tachelhit



French



Arabic



- Photography
- Hiking
- Playing Chess

- Cycling
- Playing Music (Guitar...)
- Reading