**First Name of Application CV No 1662708**

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**Customer Care Supervisor**

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**Professional Profile**

* Inspired by customer care activities since 2007.
* Management and monitoring of sales support and customer care activities :
  + Customers and Merchants care of a huge phone directory in Europe.
  + Customer and merchant care of KGBDEALS, the first competitor of Groupon.

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**Key Strengths**

* Management Project planning/Execution
* Process Design / Redesign
* Strategic Planning / Leadership
* Change Management
* Management of Measurable Business
* Multi-Site, Multi-Project Operations
* Organizational/Team Design and Development
* Productivity and efficiency improvement
* Leadership development and training
* Negotiation, persuasion and communication
* Project Coordination
* Problem solving
* Quality Assurance
* Decision making

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**Professional Experience**

**Customer Care Supervisor,** *Confidential,* MA, 2009 to present:

* Ensure implementation of the process, escalation and authorization.
* Debriefing and growing competences.
* Ensure the achievement of qualitative and quantitative objectives.
* Coordination between different services.
* Assess the overall performance of the agents during the annual assessments.
* Monitor and analyze the activity.

**Telephone advisor**, *Phone Group*, Marrakech, MA, 2007 to 2009:

* Processing 118218 phone directory inquiries.
* Activity Support.

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**Education**

* Bachelor degree of Management and business strategies, Racine, Marrakech, MA.
* Technician diploma of Finance and Accounting, Soft Art School, Marrakech, MA.
* High school diploma of modern literature, Al Khawarizmi, Marrakech, MA

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**Languages**

* Arabic : Written and spoken (Advanced)
* French : Written and spoken (Advanced)
* English : Written and spoken (**IELTS** certificate : intermediate level)