**Slimane**

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| Profile |
| |  |  | | --- | --- | | **Objective** | To be associated with an organization that will provide an assured career growth and maximum professional development and eventually land in a top customer services and sales position that will allow participation in decision-making.and serving all kind of customer with the highest services | | **Performance Summary** | **E**nergetic and results-oriented in customer services with 8+ years’ dedicated experience working in multicultural environments. Track record of promoting the company’s products and expanding sales transactions by assisting clients in their purchase decisions. Proficient in managing customer accounts and carrying out business development activities to attract new clients and retain existing ones.  **P**ossess excellent interpersonal skills, uncommon enthusiasm & motivation.  **W**orks confidently in team environment, relates well with diverse Nationalities. Stress & Time Management Skills,  **F**lexible, ready to learn, good listener & organized personality. | |

**Skills:**

* Maturity
* Confidence
* Perseverance
* Patience
* Excellent interpersonal skills
* Commercial awareness
* IT skills
* Numerical skills
* Ability to fulfill the targets.
* good sales skills
* Ability to work both independently and within a team.
* Flexible attitude and willing to work overtime, as needed..
* Providing assistance to the other staff and working together in promoting Services.
* Knowledge of Computer & Best Command of Microsoft Office (Word, Excel,)
* Excellent Typing skills
* Excellent Communication Skills in English / Arabic /French
* Team spirit & target oriented.
* Excellent customer service and good telephone etiquettes and skills
* Problem analyst and problem solving
* Strong phone contact handling skills and active listening
* Customer orientation and ability to adapt/respond to different types of characters
* Ability to multi-task, priorities, and manage time effectively
* Track record of over-achieving quota

**Experience**

* **ENTREPRENEURS BUSINESS SERVICES**
* **Position :**  Customer service representative

Duration: 25 Dec 2014 /Current

**Responsibilities:**

* Dealing every day with a large number of client via phone or face to face and Provide outstanding customer experience
* Become familiar with services information understanding features and benefits of our services
* Commitment to building customer relationships and loyalty through personal interaction and the maintenance of a client file
* Receive payment in any authorized modes from customers, issue receipts/ bills against their purchase and provide professional cash point service.
* Handle difficult situation professionally
* Comply with all company policies and procedures including refund and exchange policy, security, health and safety policies etc.
* Using accounting software to create spreadsheets and reports
* Drafting summary reports concerning key issues upper executives need to review
* Assigning projects to departments and overseeing productivity
* verifying that all accounting related departments follow company protocol
* Presenting accounting issues and results to executive committees and upper management
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
* **MARAHEB Restaurant Dubai, UAE**
* **Position** : ASSISTANT MANAGER

Duration: Sept 2012 to Dec 2014

**Responsibilities:**

* Greet customers as they enter into restaurants and offer assistance
* Accompany customers to required aisles
* Provide advice on different plates
* Assist customers in making selections and up sales as much as i can
* Demonstrate product features to facilitate decision making
* Close sales and assist customers through the payment procedure
* Provide professional and courteous customer service to improve business performance.
* Greet, address and thank customers during the presence in the restaurant
* Provide assistance to customers in a very pleasant and friendly manner.
* Inform customers about product discounts and promotions. And new items in menu and explain it
* Handle dissatisfied customers in a polite and professional fashion.
* Track and follow-up all customer requests in a timely manner.
* Answer customer inquiries concerning services, products, billing etc.
* Maintain broad knowledge of restaurant menu and also branches
* Build long-term relationship with customers
* Participate in business development program to support company’s professional growth as well as to provide quality services to customers.
* **Etisalat Position** : Call center agent

**Duration:** 2008 to 2012

**Responsibilities:**

* Handle customer inquiries both telephonically and by email
* Deal with all inquiries in a professional and courteous manner.
* Deliver excellent customer service at all times
* Attracts potential customers by answering service questions; suggesting information about other services.
* Opens customer accounts by recording account information
* Maintains customer records by updating account information.
* Resolves service problems by clarifying the customer's complaint; determining the cause of the problem selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Performed customer information data entry activities
* Assisted in documenting sales and updating customer profiles.
* Research required information using available resources
* Enter new customer information into system
* Update existing customer information
* Process request forms and applications using technology platforms i.e. CRM
* Identify and escalate priority issues
* Route calls to appropriate resource
* Follow up customer calls where necessary
* Document all call information according to standard operating procedures
* Complete call logs

**Education:**

* **BACCALAUREAT IN MODERN ARTS *2004/2007***
* **DIPLOMA IN COMPUTER & INFORMATICS 2007/2008**

**Personal Information**

Date of Birth : 3rd Sep 1988

Civil Status : Married

Citizenship : Moroccan

Sex : Male

Languages : English, French, Arabic

Hobbies : Reading, Internet, Socializing, Studying Personalities

**Character References**

Available on Request

I hereby certify that above information are true and correct