

**Jamal**

*C/o-Tel : +971505891826*

*🖂 E-mail :* [*jamal.339755@2freemial.com*](mailto:jamal.339755@2freemial.com)

*Address : Abu dhabi*

**General Objective:**

To acquire a challenging position in an environment where I can best utilize my skills and education.

**Professional experience**

* ***Customer Service Executive*** *At* ***MUDHILA Gallery of FES*** *; (all Cosmetic products; perfumes, Accessory and beauty salon materials) 2014 –NOV 2016 Morocco*
* *Dealing directly with customers either by telephone, electronically or face to face.*
* *Respond promptly to customer inquiries.*
* *Handle and resolve customer complaints.*
* *Obtain and evaluate all relevant information to handle product and service Inquiries.*
* *Provide pricing and delivery information.*
* *Selling and advising customers, develop good relationship through personal Contact*
* **SALES EXECUTIVE: ARMEL Fes( French brand of shoes )***2012 /2014*
* *Assisting shoppers to find the goods and products they are looking for*
* *Answering queries from customers.*
* *Dealing with customer refunds.*
* *Keeping the store tidy and clean, this includes hovering and mopping.*
* *Stocking shelves with merchandise.*
* **Customer Service Executive:** ***KITEA GEANT FES*** *Sep2010 –Feb 2012 MOR*
* *Selling and advising customers, develop good relationship through personal Contact*
* *Dealing directly with customers either by telephone, electronically*
* *or face to face.*
* *Respond promptly to customer inquiries.*
* *Handle and resolve customer complaints.*
* *Obtain and evaluate all relevant information to handle product and service Inquiries.*
* *Provide pricing and delivery information.*
* ***Salesman*** *at* ***Marjane Hypermarkets*** *(branch of Auchan French Company)*

*2008/2009*

* *Obtain and evaluate all relevant information to handle product and service Inquiries.*
* *Provide pricing and delivery information.*
* *Selling and advising customers, develop good relationship through personal Contact*

**Qualifications**

* 2011-2012 :Diplomat" French school," Faculty of Arts Fes Dhar al Mehraz
* 2006:- High School Modern Letter Ibn Baja Fez
* Three Months of Training in Computer and Reparation

Maghreb-Hassoub, in Fez-MOROCCO 2008.

**Computer Skills**

* *Office Software: Microsoft office, Photo filter, Photoshop, AutoCAD*
* *Language: Turbo Pascal, Visual Basic, PHP*
* *SDBM : Access, SQL Server*
* *Operating System: Windows (All versions), MS dos, Unix*
* *Internet : Creation and development of Websites*
* *Maintainer and Installation: PC Assembly and Maintainer : Park Maintainer Computer*

**Personal Profile**

* *Date of Birth : 18/03/1987*
* *Nationality : Moroccan*
* *Marital Status : Single*
* *Linguistic Proficiency : Arabic, English, French ,Spanish*
* *Visa Status : Tourist Visa*

**Additional complement**

* *Able to handle complex calls and situations.*
* *Demonstrating empathy and understanding when talking to customers.*
* *Able to deal with irate, abusive and irate callers.*
* *Excellent listening and problem solving skills.*
* *Excellent communication skills and telephone manner.*
* *Good keyboard skills and knowledge of customer service principles & practices.*
* *Strong interpersonal and problem solving abilities.*
* *Ability to work well under pressure in a fast paced environment.*
* *Ability to work cohesively as part of a team.*
* *Ability to focus attention on guest needs, remaining calm and courteous at all times.*

*REFERENCES* – *Available on request.*