Candidate CV No : 359202

[Allaedine.359202@2freemail.com](mailto:Allaedine.359202@2freemail.com)

* ***Name*** Allaedine
* **PROFESSIONAL PROFILE**

An experienced customer services executive with more than 7 years of valuable experience working in the customer support departments of leading Moroccan and UAE companies, Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with allocated customers.

Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst at the same time ensuring the highest level of sales for the company. Presently looking for a customer services advisor position with a reputable company.

* **KEY SKILLS**

• Friendly and calm personality with well-honed customer service skills

• Strong customer service experience, with the aptitude to resolve conflicts

• Possess genuine interest in people and enjoys serving others.

• Ability to work well with other staff members.

• Experienced working under pressurized fast paced environments.

• Proven ability to attend to details.

• Able to work proactively within team setting.

• IT- Skills / Proficient user of Microsoft office tools Power point and internet.

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| * **EDUCATION** |

* **hospitality school :** Diploma in {Khaleej contact Dubai school} of tourism and . Hospitality.

* **high school :** Bachelor level in Arabic language, literature and History.
* **Certificates :** Certificate of English A.L.C (Advanced)

Certificate of accomplishment (Computer).

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| * **WORK EXPERIENCE** |

* **2014, Jan – to present** : **Guest service agent & (CID), The Palace Downtown Dubai, EMAAR**  . **Group.**
* Preparing source data for computer entry by compiling sorting information, establishing entry priorities.
* Processing customer and account source documents by reviewing data for deficiencies, resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
* Entering customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* **2012, Sep – 2013, December** **Captain waiter, *the Royal Catering*, Abu Dhabi**
* Formula 1 Etihad Airways Abu Dhabi Grand prix November 2012 / 2013
* Battler, Concert in Du arena at yas island
* International defence exhibition end conference (ADNEC)
* Exhibitor in Al-Ain wedding show
* VIP weddings at Aboudhabi, dubai & Al ain
* **2011 August ,** **Sales assistant “ Zara” mega mall , rabat morocco**
* Giving a professional, consistent, and outstanding level of customer service by providing product advice to customers across a wide range of products. Working behind the till and helping in the fitting rooms. Also involved in making sure people aren’t stealing anything and also helping them make their minds up when purchasing. Involved in work off the shop floor, processing new stock and getting it ready to be put out on display.
* **2011, January – July 2011**
* Selling tickets to the general public from the play land Office.
* Create exceptional experience for all guests through a safe, clean, and friendly environment.
* Answer questions regarding events, tickets, & schedules
* Balance monies at end of shift with supervisor
* Follow all operational policies

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| * **SEMINARS AND TRAININGS CERTIFICATIONS** |

• Certificate of achievement essential food safety training EFST program 31/05/2013 to

03/05/2018

• Complaint Handle Training (LEARN certificate)

• Bomb Threat Training

• Fire Training

• Personal Hygiene Training

• HACCP (Basic) Training

• Evacuation Training

• Telephone operator Training Skills

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| * **INTERESTS** |

Swimming, reading, cooking.

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| * **LANGUAGE** |

• Arabic (Mother tongue)

• French (fluent)

• English (fluent)