**SAID**

**Said.363007@2freemail.com**

**Career Objective:**

 Seeking for an exciting & challenging position where I can build my career & enjoy my job. I have a genuine desire to devote my skills &efforts. Moreover, I am looking forward to meet more opportunities in future & I believe that working in respective Organization will certainly lead me to improve my clarity. Therefore, I would like to share my knowledge & experience among other professionals & grow within the company.

**Skills:**

* Strong inter-personal and communication skills
* Ability to work in a team
* Motivation to start and develop a career in my work
* Ability to easily understand new concepts with minimum refractory time
* Hard Working, Energetic, Enthusiastic, Personality, Target Oriented
* Perseverance and integrity to work
* Familiar with many computer software programs
* Confident enough to achieve the goals and produce quality output in stressful.

**Career Graph:**

**Currently:**

**CITY CERVICES CONSULTANCY**

**CALL CENTER AGENT / quality specialist (SAMSUNG)**

 City Services Consultancy (CSC) is an ISO 9001:2008 certified consultancy firm that was founded in United Arab Emirates in the year 2006. CSC offers an effective software solution for Customer Services, Facilitate Call Center Hubs and also provides managed services.

 • Monitoring and making quality reports for the calls of Agents.

 • Handle customer inquiries both telephonically and by email (if necessary).

 • Dealing with calls in a highly professional manner.

 • How to act as the first point of telephone contact for a customer.

 • Handling complaints in a diplomatic way.

 • Accurately updating customer records with information.

 • Responding to customers who have special communication needs, such as language difficulties or disabilities.

 • Answering any queries quickly and efficiently.

 • Quickly understanding a callers point of view and to empathies with them.

 • Able to respond and adapt to the needs of all customers.

 • Fully aware of all laws & regulations regarding data protection.

 • Quickly processing information.

**From 2012–2015**

**REACTION SARL** **COMPANY**

**Position-Salesman**

 Reaction SARL is considered as the biggest company IN AGADIR Morocco; it has several branches in Morocco especially in the big City (sell clothes).

• A key player among more than 250 professional staff members including Operation, sales and Support Personnel

• Greets and welcomes all customers entering the store
• Assist customers in locating merchandise
• Gives advice and guidance on product selection to customers
• Develops strong product information knowledge
• Ensures clear and pertinent communication of ongoing promotions
• Ensures promotion materials in store are up to date and in impeccable conditions
• Presents merchandise upon request
• Stocks shelves and furniture with merchandising as per merchandising rules
• Collects merchandise from warehouse upon request
• Creates customer profile forms with impeccable field filling
• Executes all steps of successful customer profile creation
• Ensures customer card is issued as per system requirements
• Processes cash and card payments
• Ensures complete and infallible follow through of all customer’s requests
• Answers customer’s queries.

**From 2007-2012**

**IDOKAN SHOP SARL AGADIR**

**Position-Salesman**

 IDOKAN SHOP is considered as the biggest shop in Agadir, it has several branches in Morocco especially in the big City.

* Make good presentation of company products to our clients
* Dealing with customers of different nationalities and providing the best services
* Monitor competitors, market conditions and product development.
* Ensuring the smooth run of the support operations and error –free completion of product & policy
* Handling billing of and dealing with the customer’s enquiries Face to Face.
* Monitor and report on sales activities.

**EDUCATION:**

* **2012-2013**  : Graduated Diploma in English studies from University of Literature & Humanities IBNO ZOHR, Agadir.
* **2011-2012** : First year in French studies at university of Ibno Zohr ,Agadir.
* **2007-2008**  : Baccalaureate Diploma - Modern Literature, in Hassan EL KHAYAT high school, AGADIR.
* **2013**-**2015 :** Security guard diploma from S.L.S.S.F
* Computer Course Full Version

**LANGUAGES:**

Arabic : Reading, Writing, Speaking

French : Reading, Writing, Speaking

English : Reading, Writing, Speaking

**Training and key competencies:**

* Training period in DARAA INOX
* Security guard diploma
* Census taker ( General census of Population and housing 2014)
* Customer Services & cash related matters
* Personality & Body Language
* Leader & Management Characteristics.
* Ability to work with minimum supervision in a busy environment.
* Working knowledge of MS Office software and spreadsheets

**PERSONAL DEATAILS:**

Name : SAID

Date of Birth : 22/10/1989

Nationality : Moroccan

Marital Status : single

Gender : Male