Curriculum vitae

Personal Information

First Name: Thouraya

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Date of birth: 01/09/1983

Marital status: Single

Nationality: Tunisian

Executive Summary

 Strong customer service background with the ability to implement solutions which are effective in meeting customer needs

 Ability to manage and grow teams

 Adept in handling multiple responsibilities and delivering expected performance within the stipulated deadline.

 Competitive, highly motivate, enthusiastic learner , team player, punctual and efficient

Educational and Internship Qualifications

2007-2008: bachelor degree in accounting (High institute of management Sousse)

2001-2002: baccalaureate in economic management

2004-2005: Internship in Tunisian society of steel “accounting services” (2months)

2007-2008: Customer advisor in a call center “Service tax exemption: making appointment“(6 months)

Career History

September 2015 – Today: reception team leader in Jump boxx indoor trampoline parks

Job Description:

 Responsible for ensuring that all customers coming into the park experience great customer service

 Responsible for driving the team to achieve budgets monthly through daily motivation and weekly strategy meetings

 Monitor staff attendance, sickness absence and annual leave

 Responsible for daily deposits, and the correct operation of the POS systems

 Manage inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary

MAI 2015 – August 2015: Fitness Instructor in Fitness First

Job Description:

 Assist members with information on exercise and nutrition

 Explain and enforce safety rules and regulations on sports, and the use of exercise equipment

 Demonstrate how to carry out various exercises and routines and to correct technique where needed

October 2013 – April 2015: Front of house at Fitness first UAE

Job Description:

 Attend to any member related query

 Management of contractor s and suppliers coming into the club

 Achievement of collections and renewal budgets on a monthly basis

2011- October 2013: Student accommodation manager (2 years, 10months)

Job Description:

 planning the availability of accommodation for students

 budgeting and controlling finances

 managing maintenance and arranging repairs of the facilities

 supervising the work of cleaning staff and ensuring standards are maintained

 Serve as primary personal counseling resource for staff and students in dealing with specific residence hall problems including roommate conflicts, personal and emotional problems, diversity issues, and other developmental concerns.

2008-2011: Orange France Telecom operator (Teleperformance call center) – main focus on customer service

Job Description:

 To act as the first point of contact for customers, dealing effectively with requests, answering queries, taking responsibility for processing each enquiry through to a satisfactory conclusion.

 To contact customers in accordance with agreed procedures, e.g. customer satisfaction surveys or follow up the next day to ensure that everything is good.

 To liaise with other members of staff where complex issues require their assistance including arranging appointments for customers where necessary.

Others Details

Languages:

 Arabic: mother tongue

 French: excellent (Written, Spoken)

 English: Fluent (Written, Spoken)

IT proficiency: Microsoft word, excel, power point, email and internet