**MOUAAD**

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Dubai, UAE

**Objective**

Seeking a challenging career with a vision driven organization to gain maximum knowledge, skills and experience, which will enable possibilities for growth and development of both my personal career. Able to adjust to varied cultural environments due to extensive international exposure.

**Qualifications & Personal strengths**

* Strong exposure to the fast paced knowledge in customer care
* Outspoken, Patient individual with pleasant personality and clear voice with neutral accent.
* Ability to manage multiple tasks simultaneously.
* Experienced in interacting with wide range of customers like guests, VIP’s. Attorneys, consumers, managers.
* Excellent convincing powers developed through complete knowledge of the product and service.
* Great endurance and persistence during the conversation.

**Areas of Expertise**

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| --- | --- |
| * Customer service
* Sales/Customer connectivity
* Research and Consultancy
 | * Administration
* PR and Event Organizing
* Attention to details
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**Computer Skills**

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| --- | --- |
| * Quick email Marketing
* HTML/Power Point /Excel/Word
 | * Microsoft Dynamics GP/Google Analytics
* Visual Basic Version 6.0/Word Press
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**Education**

2005/2006 Moulay abdullah sheriff – Morocco

 High School Certificate, Arabic Literature

2009-2011 Diploma in Computer Business

2012-2013 Electro Planet Organization Rabat-Morocco

 Costumer Service Certificate

**Professional Experience**

**Galories lafayette dubai mall**

**Fashion Sales man Luxury Brands: Burberry Morocco Mall**

Principle accountabilities

* Provide a high standard customers service
* Ensure daily and monthly sales target.
* Handle the cash and daily banking operations
* Handle in store and window merchandising.
* Receive collections price and arrange the proper display on the shop floor
* Provide a weekly feedback to the store manager with regard to best and worst selling products

**Call Center Representative Web help Rabat Morocco**

 Principle accountabilities

* Ensure office is ready for daily operations and secured at the end of the day.
* Ensure accurate and timely date entry as required.
* Ensure the filling system (including education staff training records) is kept up-to-date and accurate.
* Serve customers and deals with internal and external customers in a polite and courteous manner at all times to ensure experience.
* Answers all phone calls in a professional manner from both internal and external customers.

**Sales man cashier Electro planet-Marjane Hypermarket Morocco**

* Ensure all cash tills are ready for operation at the beginning of each day. Making sure the float is correct and the work station is ready for operation.
* To collect admission income and ensure sales are processed through the POS in an effective and timely manner according to the POS operational procedures.
* Assist on reconciling and for all income received throughout the day in compliance with cash handling policies and procedures. To then submit income banking in according with standard procedures, completing all necessary paperwork with care and accuracy.
* Familiarizing with all the current promotions and discounts that Electro Planet has in the market. Ensuring I refer to the discount and vouchers booklet on a daily basis.
* Answering and / or directing all enquires whether in person or by telephone promptly and efficiently.
* Learning detailed information about electro planet and basic information about Marjane Hypermarket. To ensure the operational hour and prices. Get knowledge about other activities running with in Marjane Hypermarket at any time, as well as basic knowledge of the upcoming activities.
* Assist on serving customers and deal with members of the public and other contacts in a polite and courteous manner at all times. To promote good customers service
* Carry out other duties as and when required as requested by the line manager.

**Language**

* Arabic – Native
* English-Fluent
* French-Fluent

**Personal Interests**

Educational tours, Reading books, surfing and body boarding , theater, writing, listing to music, Preserving ancient accessories , great nature’s observe ,attending lecture on personality development programs. Learning, socializing and mingling with other cultures.

 **Signature**

 **Mouaad**