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Paris (75000)

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## Customer service/Station controller, Confirmé

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### EXPERIENCES PROFESSIONNELLES

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**janv. 2020 / sept. 2021    mar2022**

Epic Recruitment Services, EXPO  
Team leader controller (People movers)

- \* Guiding visitors through the expo field
- \* Checking driver's schedules, maintain calls and emails with other departments to work efficiently.
- \* Coordinate with expo 2020 management, Saad and Dubai police in case of any special changes.
- \* Briefing and training the traffic operations team daily to insure a professional attitude to the visitors.
- \* Updated the managers and the HQ of the road and transport Authority hourly by emails and calls.

**janv. 2020 /**

#### **Customer service/Station controller**

Epic Recruitment Services, DXB

- \* Providing primary support to internal and external customers in fast-paced environment.
- \* Maintaining customer satisfaction with forward-thinking strategies focused of addressing needs and resolving concerns.
- \* Checking driver's schedules, inquiries and updates.
- \* Offered advices and assistance to customers, paying attention to the special needs.
- \* Attentive listening to the customer to identify the source of the inquiries.
- \* Consulting with over departments to resolve discrepancies and create effective solutions.
- \* Handling calls reports emails to update superiors.

**oct. 2016 / sept. 2019**

#### **Clothing sales associate**

Aldo Morocco Mall CASABLANCA

- \* Checking goods prior to sale to ensure they are in working order and fit for sale
- \* Responding to customer feedback and passing on any suggestions to senior managers
- \* Ensuring that all till operations, cash handling procedures and transactions are carried out accurately
- \* Ensuring all stock is clearly and correctly priced
- \* Filling out quotations, customer invoices, orders and delivery notes

**mars 2014 / juin 2016**

#### **Clothing sales associate**

Galleries Lafayette Morocco Mall CASABLANCA

- \* Assisted in stocking the shelves with new product
- \* Responsible for tracking sales and making sure the register was even at the end of the day
- \* Stock shelves with back stock product and incoming freight for the day
- \* Maintain displays and face shelved products

### DIPLOMES ET FORMATIONS

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**sept. 2013 / juin 2014      Business level ISTA**

**sept. 2012 / juin 2013      Baccalaureat level in science - BAC**

## **COMPETENCES**

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with +5 years, Epic, fit for sale

## **COMPETENCES LINGUISTIQUES**

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**Anglais**