

Maryem Bourrour

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Personal statement

"Hard working and very determined, enjoy keeping myself busy and putting extra effort in my tasks while enjoy working as a team for the customer satisfaction "Excellent communication skills, reliable and have the ability to learn and adapt quickly. Aiming to strive to always be the best in whatever I do. Have a strong will power and never give up attitude

Key Skills

- 80 words per minute typing
- Microsoft Office, including Access, Excel, Word and PowerPoint
- Excellent communication skills, both written and verbal
- Opera System
- CRM System

Employment History

Duty Supervisor at Air Arabia Morocco Feb 2023 to present:

- Defines/sets and drives the sales targets to achieve business goals and maximize profit by developing efficiency and providing guidance on best practices.
- Co-plans work schedules and duty roster Inbound team (rotational) to meet anticipated business requirements and objectives, monitors adherence, attendance, leave and overtime records.
- Supervises a team of Call Center agents; monitors the day-to-day performance to ensure smooth operations; manages/handles traffic in customers' inquiries and complaints raised from different channels such as: telephone calls.
- Ensures accurate information on products and services are communicated through the team; monitors performance in terms of sales and achieving revenue.
- Assists the Inbound/Manager in the daily operations by providing on "Floor" guidance, support, and monitoring to Call Center agents.
- Creates a challenging and motivational environment to reduce pressure and achieve their individual/group targets. Monitors communication such as random calls, minimize errors and track operative performance thereby increasing sales.

Call center Manager Konouz Rayyan LTD Jan 2021 to April 2022:

- Hire, train, prepare, and motivate the staff members to provide excellent service to our customers. The set objectives analyze call center metrics, ensure that the company and staff meet goals, and provide reliable, efficient support for customers.
- Develop objectives for the call center's day-to-day activities.
- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Collect and analyze call-center statistics (sales rates, costs, customer service metrics etc.)
- Assume responsibility of budgeting and tracking expenses
- Hire, coach and provide training to personnel to maintain high customer service standards.
- Monitor and improve ordering, telephone handling and other procedures.
- Evaluate performance with key metrics (accuracy, call-waiting time etc.)
- Prepare reports for different departments or upper management.

Call Center supervisor at Saccom Capital Group July 2020 to December 2020:

- Assist in the formulation of targets for individuals and teams.
- Hire and onboard new employees.
- Answer questions from staff and provide guidance and feedback.
- Anticipate escalation and take over calls when needed.
- Devise ways to optimize procedures and keep staff motivated.
- Measure performance with key metrics such as call abandonment, calls waiting etc.
- Ensure adherence to policies for attendance, established procedures etc.
- Keep management informed on issues and problems.
- Prepare monthly/annual results and performance reports.

Customer support specialists at Sky optical LLC May 2019 to Dec 2019:

Assist customers with complaints and questions, give customers information about products and service, take orders, and process returns. By helping customers understand the product and answering questions about their orders, communicating with customers about their experiences.

VIRGIN MOBILE UAE 15 November 2016to 30 December 2018

Call center champion and floor support managing inbound and outbound calls; following various communication scripts when speaking to a caller; customer engagement; identifying customer needs, answering questions and providing solutions alternatives to issues; up-selling products and services when possible; building sustainable customer relationships; keeping records of all conversations organized; building product knowledge; and improving performance and hit goals.

AL AIN ROTANA HOTEL 1st January 2015 to 30 October 2016

Guest Relation Team leader – Responsible for an effective and efficient arrival and departure experience of all guests. Able to maintain a smooth flow of movement within the hotel lobby. Responsible for pre- arrival communication for V IPs and Penthouse bookings. To proactively ensure guests' needs are met and exceeded at all times. Conduct lobby duty and assist Front Desk and Executive Lounge operations when needed. Responsible for following up with M OD issues logged in Guest ware and updating Opera profiles to ensure that all guests' special requirements are met, acknowledged and exceeded. Act as a hotel and brand ambassador and be responsible for conducting on-the-job training for new Guest Relations Agents.

AL AIN ROTANA HOTEL 23rd September 2013 to 30 December 2015

Front Office Agent – handling guest check in and checkout, blocking rooms for V IP and room amenities. Meeting and greeting guests on arrival, coordinating with the housekeeping department for room availability, making daily report (up selling/ cash/ credit card).

SOFITEL CASABLANCA TO UR BALNCHE01st May 2012 to -30 August 2013

Pre-Opened, In charge of concierge section, looking after the arrival and drop off of guests, arranging airport pick up and drops Handling guest check in and checkout, blocking rooms for VIP and room amenities. Meeting and greeting guest on arrival, coordinating with the housekeeping department for room availability.

IN TERSHIP– MANAGEM ENT TRAINEE

- Sofitel Dubai Jumeirah beach: receptionist within hotel (UAE) - 4months
- Hotel Barceló Marina SMIR(Morocco)-7months
- VILLAROMA (CASABLANCA Morocco)-3monthsF&BserviceinRestaurant
- CLUB BORA BORA (Tamaris Morocco)- 4 months as hostess

Education

- 2016: customer service &communication skills Certificate
- 2011-2012: Flight attendant Training - Air Transport and Maritime
- 2009 -2010: Diploma Restaurant - Customer service (OFPPT)
- 2009-2008: Technician Diploma - Computer zed Management (INGI)
- 2005-2004: Level baccalaureate

Hobbies & Interests

- Travelling
- Cooking
- Listening to Music
- Discover new place.

References

References are available upon request.