



OUAQERROUCH Reda

CONTACT

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LANGUAGES

- English: Excellent Mastery
- Arabic: Native Speaker
- French: Fluent

SKILLS

- Effective Communication
- Active Listening
- Teamwork
- Strong Monitoring
- Understanding Body Language

SOFTWARE

- Microsoft Word ● ● ● ● ●
- Microsoft Excel ● ● ● ● ●
- InfoBip ● ● ● ● ●
- Anoud Medical ● ● ● ● ●

HOBBIES

- Running
- Basketball
- Reading
- Swimming

PROFILE

Experienced Customer Service with a proven record of accomplishment of delivering exceptional support and resolving inquiries effectively in the telecommunications industry for 2 years. Proficient in active listening, problem-solving, and empathetic communication to ensure customer satisfaction.

PROFESSIONAL EXPERIENCE

Customer Relation Officer

Qatar Life & Medical Insurance | 16/02/2023 – 07/09/2023

- Analyzing problems in order to come up with resolutions
- Following through so customers know their concerns are taken seriously
- Forwarding customers to sales agents when a policy needs to be initiated or upgraded.

Senior Customer Service Operations

Qatar Airways | 18/08/2022 – 16/02/2023

- Ensure the efficient customers flow through the Terminal in compliances with the agreed standards and procedures.

Customer Service Agent (Contact Center)

Euro Service Info. Morocco | 28/01/2022 – 05/08/2022

- Advising our clients on specific topic.
- Reach our target audience with service offers.
- Help business to build positive customer relationships.
- Provide better customer experience and increase brand image.

Sales Manager

Deep Wear Fashion | 01/12/2021 – 01/01/2022

- Manage stores operations, optimist sales and profits, control relevant store costs, support, and implement Merchandise, Marketing & other in-store initiatives.
- Understand market dynamics (demographics, consumer behavior, market understanding)

Sales Executive

Orange Maroc | 01/12/2018 – 16/07/2020

- Sells products by establishing contact and developing relationships with prospects.
- Contributes to team effort by accomplishing related results as needed.

EDUCATION

Certificate of Achievement General English

Kaplan International USA, PA | 2016 – 2017

Associate Degree Business Management

National Office of Technicians, Morocco | 2013 – 2015

High School Degree in Economics

Abdurahman Nacer, Morocco | 2011–2013