

# MAROUA BOUBERRAD

MANAGER, CUSTOMER SERVICE & B2B ACCOUNTS



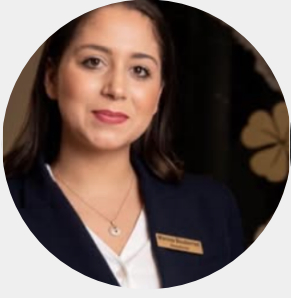
Juffair, Manama, Bahrain



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## ABOUT ME

Dynamic and results-driven professional with 8+ years of experience in customer service, operations, and account management across hospitality, healthcare, and technology industries. Skilled in team leadership, client relations, process optimization, and performance quality. Seeking to contribute expertise to a forward-thinking organization while continuing career growth.

## EDUCATION

### BACHELOR'S DEGREE IN ECONOMIC STUDIES

Rabat, Morocco / Rabat / 2016

## SKILLS

Multilingual Communication

Customer Service & Client Relations

Operations & Team Management

B2B Account Handling

Training & Performance Coaching

Quality Assurance

Project Coordination

## LANGUAGES

Arabic

English

French

## WORK EXPERIENCE

**CZN Burak**  
Restaurant Bahrain  
May 2025 - Present  
Manama

### HEAD HOSTESS

- Managed front-of-house operations and ensured guest satisfaction upon arrival and departure.
- Trained new hostesses on restaurant policies, customer service, and reservation management systems.
- Coordinated dining room staff schedules to maintain efficient service during peak hours.
- Resolved customer complaints with diplomacy and provided solutions to enhance their dining experience.
- Maintained a clean and welcoming entrance area, aligning with the restaurant's ambiance and standards.
- Oversaw reservation system, confirming bookings and managing special accommodations for VIP guests.
- Managed front-of-house operations and ensured exceptional guest experience in a high-volume restaurant.

**FLO EV Charging**  
Jan 2024 - May 2025  
Rabat

### MANAGER, CUSTOMER SERVICE & B2B ACCOUNTS

- Oversaw customer service operations and B2B account management, ensuring service excellence and client satisfaction.
- Trained, coached, and mentored new and existing staff to achieve performance targets.
- Monitored team quality and productivity, providing floor assistance and performance feedback.
- Acted as a liaison between clients and internal departments, ensuring smooth communication and issue resolution.
- Contributed to process improvements and customer journey optimization to increase efficiency and service standards.

**Nael Al Hazeem**  
Medical Center  
Feb 2023 - Dec 2023  
Doha, Qatar

### OPERATIONS COORDINATOR

- Coordinated daily operations, administrative tasks, and event planning.
- Managed budgets, prepared financial reports, and supported senior management.
- Organized employee training, onboarding, and engagement activities.
- Built strong relationships with stakeholders and supported project management activities.

**Arun Food & Beverage (CZN Burak)**  
Feb 2021 - Feb 2023  
Dubai, UAE / Doha, Qatar

### HEAD HOSTESS

- Managed guest seating, reservations, and front-of-house operations.
- Ensured customer satisfaction, handled complaints, and provided personalized service.
- Coordinated with restaurant staff to maintain smooth workflow and balanced table rotations.

**Teleperformance**  
Sep 2019 - Jan 2021  
Rabat, Morocco

### CALL CENTER REPRESENTATIVE

- Handled inbound calls, customer inquiries, and complaints.
- Processed forms, orders, and applications while maintaining accurate records.
- Escalated priority issues and coordinated with internal teams to resolve them efficiently.

**Webhelp**  
Feb 2018 - Aug 2019  
Kenitra, Morocco

### TELESALES REPRESENTATIVE

- Initiated and closed sales with prospective clients via outbound calls.
- Achieved and exceeded sales quotas, selling up to 50 products in one day.
- Strengthened collaboration with marketing and sales teams, increasing customer service value by 50%.

**Comdata**  
Jan 2017 - Feb 2018  
Kenitra, Morocco

### CALL CENTER REPRESENTATIVE

- Delivered customer support and managed complaints through calls and emails.
- Maintained accurate customer records, processed orders, and followed up on requests.
- Built effective communication channels across departments to improve service delivery.