



MERYEME ZIYET

Operation Officer

CONTACT

-  Meryeme Ziyet
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-  meryemziyet1@gmail.com
-  5th June, 1994
-  Manama, Bahrain
-  Driving License

EXPERIENCE

- **VFS Tasheel** Jan 2020 - Present
Operation Officer
- **iMachines Bahrain** 2017 - 2020
(Apple Premium Reseller)
Business Sales Officer
- **WEBHELP** 2014 to 2017
(Easy jet La redoute)
Contact center agent
- **FORD MOTOR company**
- **CRM Training**

LANGUAGE

-  100%
-  100%
-  100%

Arabic

French

English

PASSIONS



ABOUT ME



- A well-presented ,articulate and confident individual with a proven
- ability to provide exceptional customer service and ensure that guest leave with a long positive impression , I'm currently working as operation officer with VFS Tasheel and I'm looking for a suitable position that can give me the opportunity to develop myself both personally and professionally .

EDUCATION



- Baccalaureate diploma in modern literacy
- Expert French communication diploma
- Diploma in business management
- Customer service training
- CRM Training

KEY SKILLS



- Solid understanding of airline air transport association capable of working multiple shift.
- Computer skills (Mac, windows, Lightspeed, ERES, Microsoft Word, Microsoft Excel, Outlook, Microsoft Power point , pages, Nacre, opsys , Enjaz Data System etc...)
- A patient listener who fully focuses on speakers and understand a variety of accent.
- Outstanding interpersonal communication.
- Working as part of a team and ability to work under pressure.
- Quick learner and good team player.
- Ability to work in dynamic and multicultural environment.
- Ability to socialize with different people from different cultures.
- Ensure High levels of customer satisfaction Through Excellent sales service
- Strong analytical and problem solving skills.
- In depth knowledge of Microsoft Office suites and internet telephone operations.
- Excellent organizational skills | Confidentiality | Planning and Time management.
- Set up and handled incoming mail and office filing systems.
- Customer needs and provide assistance and information.
- Follow and achieve department sales goals.
- Cross sale product.
- Build productive trust relationships with clients.
- Assisting applicant for Saudi visa and reviewing the documents.
- Researching and analyzing applications.
- Attempt to determine whether the information in the applications is false or misleading.