



# MERYEME ZIYET

## Operation Officer

### CONTACT

- Meryeme Ziyet
- 34404056 973+  
22953506 212+ (Morocco)
- 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



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 the 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 département 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 weather the information in the applications is false or misleading.