



# AYOUB FERSI

## Customer care agent and administration

CUSTOMER SERVICES SPECIALIST AND ADMINISTRATION WITH OVER 6 YEARS EXPERIENCE  
EXTENSIVE MANAGEMENT EXPERIENCE . STRONG INTERPERSONAL SKILLS WITH CERTIFICATION IN  
EMPLOYEE MEDIATION AND TEAM-BUILDING .INNOVATIVE PROBLEM SOLVER ; DEVELOPED AND  
IMPLEMENTED NEW SERVICE STRATEGIES TO INCREASE CUSTOMER.



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DOHA, QATAR

## SKILLS

Ability to develop long-term relationships to benefit the business

Proficiency in Microsoft Office, excel, word, power point

ability to work under pressure

Amadeus, software

Sisiofts hybs system

Electronic commerce

## LANGUAGES

ARABIC



ENGLISH



FRENCH



ITALIANT



## INTERESTS

team player  
football professional

SPORT

History and Geography

## WORK EXPERIENCE

### Marketing assistant And Patient service representative Alfardan Medical With North Western Medicine

02/2022 - Present

DOHA

*Achievements/Tasks*

- Coordinated schedules and appointments for sales team members.
- organise conferences for doctors and other medical staff.
- Assigning Medical rooms for Vip and taking care of administrative duties.
- Sales the Health care packages .

### PATIENT SERVICES ADMINISTRATIVE AND APPROVAL OFFICER TURKISH HOSPITAL

03/2019

*Achievements/Tasks*

- Providing front desk services to patient and receive and attend to patient taking the pertinent actions for the fast entry and exist of the different types of customer in compliance with the pre-established service standards .
- Maintain queue order to the end of providing each person with good service and attention and provide attention to visitors who need information, to submit a complaint or to make a suggestion.
- Maintained cash receipts and completed all necessary paperwork to resolve any problems on the balance sheet and check all incomes for the day and settle the bills

### RESERVATION AGENT AND FRONT OFFICE AGENT AFRICA HOTEL

05/2018 - 02/2019

*Achievements/Tasks*

- Managing incoming calls and providing assistance to customers via phone / e-mail and answering customers inquiries
- Helping plan travels itineraries by suggesting local tourist attraction and place of interest and managing customer events and desires with the guest service line. Working on the hotels booking website like Hotelsbeds, Agoda, Expedia, Booking.com, trivago..
- Contact guests or travel planners to clarify any discrepancies in the preferences or requests before guests' arrival and Provide receptions services in the absence of the receptionist.
- Facilitate check in and check out for guests, including running credit card for rooms, services and other purchases.

## EDUCATION

### Baccalaureate in Economics and Management 15 OCTOBER HIGH SCHOOL

09/2012 - 07/2016

### Travel Agency and touristic Management ZAPPING SCHOOL

09/2017 - 07/2018

### IT MANAGEMENT HIGHER INSTITUTE OF BUSINESS ADMINISTRATION SFAX

09/2017 - Present