



FAQUIHI Mouna

Teleseles

✉ Mounafaquih51@gmail.com

☎ +212663266373

📍 Casablanca, Maroc

OBJECTIVE

Experienced Telesales Professional with a proven track record of exceeding sales targets. Skilled in building rapport with customers, identifying their needs, and effectively promoting products or services over the phone. Proficient in sales techniques, persuasive communication, and objection handling. Strong ability to work independently or as part of a team to drive revenue growth and achieve organizational objectives. Excellent communication and negotiation skills combined with a results-oriented approach.

SKILLS

- Communication
- Autonomous
- Management
- Leadership

WORK EXPERIENCE

Telesales – Outsourcia (TEMU)

2023 - Present

- Handling customer orders, returns, and refunds efficiently while adhering to Temu's policies and procedures.
- Troubleshooting technical issues related to orders, deliveries, or account access, and guiding customers through troubleshooting steps.
- Collaborating with other departments or teams to escalate complex issues or provide additional support as needed.
- Staying updated on Temu's products, services, and policies to provide up-to-date information to customers.
- Guiding customers on how to add items to their shopping cart.
- Assisting customers in canceling their orders by guiding them through the cancellation process.

Technical Assistant / Telesales – Sitel (Orange)

2022 – 2023

- Assisting customers in resolving issues with their mobile devices (calls, SMS, MMS),
- Sending malfunctioning mobiles to customer service,
- Basic troubleshooting for internet and landline services.
- Selling mobile devices and mobile insurance

Telesales – Xceed (Go voyage)

2021-2023

- Modification of regular flights on Amadeus
- Adding options (baggage, children, seats, travel insurance)
- Handling involuntarily canceled flights
- Assisting the customer in making new reservations.

EDUCATION

Automation& Computer Engineering- Ofppt ISTA 3E

2018 – 2020

Mechanical Science and Technology(BAC)- High School

2017 - 2018

LANGUAGES

- English: Intermediate level
- French: Advanced
- Arabic: Advanced

HOBBIES

- Reading
- Practice sport
- Social assistance