***YOUNES DOUNASR***

N° 9 Rue 8 Miamar Californie Casablanca Morocco

Cell 212 6 79 31 94 24

Date of Birth 28/09/1982

[Dounasr82@gmail.com](mailto:Dounasr82@gmail.com)

Languages spoken: French, English and Arabic

TRAINING

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| **DEP in Automobile Mechanics**  Institut Technique AVIRON. Montreal. Canada | 2004, 2005 |
| **Secondary**  Lycée Maarifa. Casablanca. Morocco | 1995, 2003 |
| **Primary** School Omar Al Farouk. Casablanca. Morocco | 1988, 1994 |

SPECIAL SKILLS

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| - Good oral and written communication skills  - Respect for service and marketing techniques  - Organizational skills  - Interpersonal skills  - Sense of discretion  - Adaptability  - Teamwork  - Computer skills  - Courtesy  - Autonomy  - Dynamism |

PROFESSIONAL EXPERIENCE

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| **Manager. Casablanca, Morocco. Morocco**  **MIAMAR BARBERSHOP 2018 to** date  - Demonstrate the ability to greet, sell and thank customers  - Deliver memorable, highly personalized customer service through needs analysis and product recommendations  - Offer customers promotional products and services  - Be able to solve customer service problems and escalate when necessary |  |
| **Sales representative. Casablanca. Morocco TOUPNEU 2017 - 2018**  - Inform and advise customers on the dimensions and profiles best suited to their needs  - Ensure excellent customer service  - Work closely with the customer  - Test and adjust components according to specifications to ensure proper operation |  |
| **Sales representative. Casablanca. Morocco IMPERIAL PNEU 2014 - 2016**  - Sales representative for Tires and some Automotive Parts and Accessories  - Inform and advise customers on demensions and profiles adapted to their needs  - Collection and other administrative tasks  - Discuss with customers the operations carried out, the general condition of the vehicle and any repairs required in the future.  - Identify the causes of defects or malfunctions and check to determine whether parts are repairable or need to be replaced |  |
| **Maintenance worker. Doha. Qatar** QATAR AIRWAYS 2013  -Maintaining security and cleaning the International Airport  -Manage maintenance and housekeeping at the airport  -Handling transactions  Respond to telephone and e-mail requests and needs |  |
| **Teleoperator. Casablanca, Morocco. Morocco GROUPE Acticall.Compte SFR 2011 - 2012**  Call center tele-advisor, inbound/outbound call handling  -Inform, advise and handle customer telephone inquiries  Customer follow-up  -Ensure excellent customer service |  |
| **Waiter and Kitchen Helper - Calgary. Canada** **JIMMY'S A&A 2009 - 2010**  -Welcome and seat customers at their tables  -Taking orders  -Serving dishes and preparing salads  -Invoicing  -Setting up the tables | |
| **Customer service. Calgary. Canada** **GALLO NERO 2008 - 2009**  -Preparing the dining room  Equipment set-up  -Taking orders from customers  -Meal service in liaison with the kitchen  -Preparing and collecting bills | |
| **Receptionist. Montreal. Canada** **HOTEL LE PLATEAU 2007 - 2008**  -Welcoming guests and allocating rooms  -In charge of cleaning, maintenance and laundry  -Keep hotel rooms tidy and comfortable  Organize customer checkouts and check-ins   |  |  | | --- | --- | | **Mechanic. Montreal. Canada** **MAZ GARAGE 2005 - 2007**  - Verify customer complaints on the work order and discuss the work to be performed with the technical advisors.  - Observe the operation of the engine, transmission and various vehicle systems  -Test drive vehicles and check vehicle components and circuits using computerized diagnostics and other equipment, to identify and isolate faults  - Adjust, repair or replace, using hand tools or other special equipment, defective parts or components of various vehicle systems  - Following the repair, test the repaired systems and adjust/program them according to the manufacturer's specifications.  - Perform periodic maintenance such as oil changes, lubrication, tire fitting and tune-ups  -Using the parts department, produce an estimate of the work to be presented to the customer by the technical advisor.  - Repair or replace defective components or parts using hand or power tools  - Test and adjust components according to specifications to ensure proper operation  - Fill in electronic reports to record defects and work performed. |  | | |