***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

 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. MoroccoTOUPNEU 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. MoroccoIMPERIAL 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 transactionsRespond to telephone and e-mail requests and needs |  |
| **Teleoperator. Casablanca, Morocco. MoroccoGROUPE Acticall.Compte SFR 2011 - 2012**Call center tele-advisor, inbound/outbound call handling-Inform, advise and handle customer telephone inquiriesCustomer 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 roomEquipment 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 comfortableOrganize customer checkouts and check-ins

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| **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. |  |

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