



ANASSE KAMAL

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WORK EXPERIENCE

Customer Support and Sales Agent

ORANGE – CASABLANCA 08.2023/01.2024

- Provided effective and efficient remote technical support to clients.
- Resolved customer inquiries and issues in a timely and efficient manner.
- Provided excellent customer service.

Customer Support

FACEBOOK / MAJOREL – CASABLANCA 4.2023/6.2023

- Verifying Facebook and Instagram profiles according to social standards.
- Ensure to address complaints from social media users and meet their expectations.

Hotel Receptionist

HOTEL YAYOBA – ITSANBUL TURKEY 08.2022/02.2023

- Greet all guests and assist with check-in/check-out.
- Respond to guest inquiries and requests promptly.
- Answer and transfer phone calls.
- Manage guest bookings and reservations.
- Assist with administrative tasks as needed.

Librarian

AL QAYRAWAN LIBRARY – TAHNNAOUT 11.2021/05.2022

- Cataloguing and keeping track of library materials.
- Ensuring accessibility of library resources for all users.
- Responding to requests from students, staff and other library users.

Travel Agent

JAD TRAVEL – AGADIR 10.2020/04.2021

- Assisting clients with travel bookings, including flights and transportation.
- Handling customer inquiries and resolving issues during travel.
- Building and maintaining relationships with clients to encourage repeat business.

Airport Ground Operations

HELICONIA AERO SOLUTIONS 05.2020/08.2020

- Loading and unloading luggage onto aircraft and transporting it.
- Providing assistance to passengers and pilots also supervision Helicopters flights .

EDUCATION

Digital Analytics

IDRAK PLATFORM

FLIGHT DISPATCHER Agent

LOUMED CABIN CREW TRAINING CENTER – AGADIR 2017-2018

High School Diploma

AL-KHAWARIZMI HIGH SCHOOL – GUELMIM 2010-2011

SUMMARY

I'm excited and motivated to learn. My recent experiences have taught me a lot about different tools and techniques. Now, I'm looking for new challenges and want to bring my energy and passion for overcoming obstacles to a new organization.

SOFTWARE

Microsoft Office
Windows maintenance
Data entry

SKILLS

Ability to learn quickly
Information Gathering
Collaboration abilities
Communication Skills
Technical Proficiency
Time Management
Customer Service
Problem-solving
Multi-tasking

LANGUAGES

Arabic
English
French