



# WISSAL ALEM

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## SUMMARY

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I am a motivated administrative and customer service specialist with over two years of experience in front-desk reception, CRM management, and retail operations. I am skilled in organizing office workflows, coordinating team schedules, and providing excellent client support. I am fluent in Arabic and French, and I have a good command of English (B2) and German (B1). I am also proficient in computer tools and office software. I aim to apply my organizational and communication skills to contribute effectively to the success of your team and company.

## WORK EXPERIENCE

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**Accountant, SOCIÉTÉ LIBRAIRIE IQRAE - ,  
Meknés, Sales and Marketing**

**septembre 2022 - march 2024**

- Warmly welcome customers
- Scan products using a barcode reader
- Handle customer payments
- Analyze and understand customers' problems or needs and offer them a solution adapted to their request or issue
- Possibly assist with shelf work during off-peak hours

**Secretary, CRM Call Center,  
Meknés, receptionist**

**June 2024 - August2024**

- Greet visitors and handle incoming calls, directing them to the appropriate departments.
- Process incoming mail and emails.
- Organize meetings and manage executives' calendars.
- Input and manage administrative documents, including drafting reports.
- Provide administrative support to teams: oversee office supplies, track leave requests, and monitor work schedules.
- Plan and coordinate shift schedules for employees.

## EDUCATION

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• General Baccalaureate – Academic Track  
High School El Manfalouti, Meknès |

October 2021 – July 2022

• DEUG (Diploma of General University Studies) – Academic Path  
Faculty of Law, Economics and Social Sciences (FSJES), Meknès |

January 2022 – September 2024

• Certificate in Information Technology – Vocational Training  
Youth Service Area (Es Salam), Khémisset |

October 2023 – June 2024

## SKILLS

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- Strong communication skills – able to interact professionally with clients and team members
- Time management – organized and efficient in handling multiple tasks and meeting deadlines
- Problem-solving – quick to identify issues and implement practical solutions