

Ouadie Smires Bennani

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PROFILE

Customer-focused and multilingual Customer Service Professional with over a decade of experience in hospitality and IT support for German-speaking clients. Strong communicator with excellent problem-solving skills and proven ability to thrive in high-pressure, fast-paced environments. Fluent in German (C1/C2), English (B2/C1), Spanish (C1)Arabic (mother Tongue), and French (B2), Proficient in CRM systems and Microsoft Office.

EXPERIENCE

Front Desk Receptionist | BB Hotel Mainz | Jul 2022 – Jan 2023

Hospitality Assistant | Beviamo Mainz GmbH | Oct 2020 – Oct 2021

Customer Service Representative | Achilles South Europe S.L.U., Madrid | Jan 2019 – Jun 2019

Customer Service Representative | Phono Service, Barcelona | Aug 2019 – Jul 2020

Portal Receptionist | Eurostars Grand Marina, Barcelona | Sep 2017 – Nov 2018

Front Desk Receptionist | Hotel Arts, Barcelona | Mar 2014 – Aug 2017

Front Desk Receptionist | Palamos Hotel, Palamos | Feb 2011 – Jan 2013

IT Support – Optimized for German Market | Converge's Microsoft | May 2008 – Dec 2010

IT Support – Optimized for German Market | CPM International | Nov 2007 – Apr 2008

IT Support – Optimized for German Market | Atos SLU, Tenerife Santa Cruz | Jul 2006 – Jul 2007

Travel Agency - engage travelers in friendly approachable conversations and introduce them to our exclusive travel offers to Mallorca and Marbella. | Barcelone | Mariott Vacation Club Mai 2005 -26 Mai 2006

EDUCATION

Mannheim Evening Academy, Germany | Apr 2003 – Oct 2003

- German Intensive IV

- Intermediate German Levels I & II

Sidi Mohamed Ben Abdellah University, Morocco | 2001 – 2002

- Business Administration

Sidi Brahim High School, Morocco | 2001

- High School Diploma (A-Level Equivalent)

LANGUAGES

German: C1/C2

English: B2/C1

Spanish: Very Good

French: Very Good

Arabic: Good

SKILLS

Microsoft Office (Advanced)

CRM Systems

Multilingual Communication

Customer Issue Resolution

Hospitality Services

IT Support