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|  | Mustapha OuzeriWaiterHighly Reliable & Detail-Oriented Driver |
| profileHighly reliable and detail-oriented professional with over 10 years of experience in customer-facing roles, adept at managing logistics, ensuring timely service, and maintaining high standards of professionalism. Possesses strong organizational and problem-solving skills, with a proven ability to handle responsibilities efficiently and adapt to various situations. Eager to leverage excellent time management and customer service abilities in a challenging driver role.Contact**PHONE:** +974 66177259**QID: 28501200719****Adress:** Al Mansoura, Doha, Qatar **EMAIL:** ouzerimustapha09@gmail.comLanguagesArabic FrenchEnglish | **DRIVING LICENSE**Type:Qatar Driving License - Light VehicleNumber: 28501200719First Issue: 29/06/2025Validity: 28/06/2030**KEY SKILLS*** Time Management & Route Optimization: Proven ability to manage schedules and prioritize tasks efficiently to ensure timely delivery and service.
* Customer Service & Communication: Skilled in interacting professionally with customers, understanding needs, and resolving issues diplomatically.
* Problem-Solving & Adaptability: Capable of handling unexpected situations and finding effective solutions under pressure.
* Detail-Oriented & Safety Awareness: Meticulous attention to detail in maintaining standards and a strong understanding of safety protocols (transferable to vehicle maintenance and road safety).
* Team Collaboration: Experience working effectively within a team to achieve common goals.
* Multilingual Communication: Arabic (Native), French and English, facilitating clear communication with diverse individuals.

WORK EXPERIENCEDelivery and Logistics ManagerGlass & Mirrors Company - Blida, Algeria | 2008 – 2024* Ensured prompt and accurate delivery of orders, demonstrating strong time management and efficiency.
* Maintained high standards of service and appearance, including regular inspection of service items (transferable to vehicle cleanliness and maintenance).
* Built strong rapport with customers, indicating excellent interpersonal and customer service skills crucial for client interaction.
* Managed operations efficiently, showcasing organizational abilities.
* Assisted with managing large customer volumes, especially during peak hours, highlighting ability to handle high-pressure environments.
* Resolved customer concerns diplomatically, indicating strong problem-solving and communication skills.

EDUCATIONKhazrouna High School2001-2003Secondary School CertificateScience programInterest* Sport
* Food
* Culture
* Volunteering
* Maners
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