



## YOUSSEF EZZERI

**ID:** 30050400226 | **Work permit:** Qatari | **Date of birth:** 01/10/2000 |

**Place of birth:** Doha, Qatar | **Nationality:** Moroccan | **Phone number:**

(+974) 55720281 (Mobile) | **Address:** Doha , Al Saad zone -38, Qatar (Home)

### ABOUT ME

I am YOUSSEFEZZERI, I'm 22 years old I'm currently looking for better opportunities. I gained some experiences and skills that focused on sales and restaurants I learned how to adapt with customers' expectations and help them to find what suits for them. I am a big contributor to the team efforts to fulfill our work goals and reach our desired target I'm interested in any position that suits my experience and knowledge.

### WORK EXPERIENCE

#### RESTAURANT - AL ANDALUS - FES , MOROCCO

##### COOKER - 2016 - 2017

- Portion, arrange, and garnish food, and serve food to waiters or patrons.
- Substitute for or assist other cooks during emergencies or rush periods. Bake, roast, broil, and steam meats, fish, vegetables, and other foods. Wash, peel, cut, and seed fruits vegetables to prepare them for consumption.
- Estimate expected food consumption, requisition or purchase supplies, or procure food from storage.
- Carve trim meats like beef, veal, ham, pork, and lamb for hot or cold service, or for sandwiches.
- Coordinate supervise work of kitchen staff.

#### COFFEE CHOROK - MOROCCO

##### WAITER - 2018 - 2020

- Welcomed and served customers in a fast-paced dining environment
- Took food and beverage orders accurately and delivered promptly
- Maintained cleanliness and hygiene of the restaurant
- Handled customer complaints professionally to ensure satisfaction
- Supported team during busy hours and special events

#### H&M - CASABLANCA, MOROCCO

##### SALES ASSOCIATE - 01/2020 - 11/2021

- *Responsible for the management and operation of the shop.*
- *Responsible for the achievement of overall sales target/budget, stock control, control of merchandising.*
- *Display and adequate pricing- man power planning management and training of staff.*
- *Do daily/weekly reports.*
- *Deploy and monitor team in caring art search and picking activities.*

#### BRAND CENTER - DOHA, QATAR

##### SALES ASSOCIATE - 2021 - 2022

- Helps customers by providing information,
- Answering questions.
- Obtaining merchandise request completing payment transactions.
- Preparing merchandise for delivery.
- Maintains safe and Clean store environment developing and public shin evacuation routes.
- Management proficiency. Prepare work schedule. Handling customer in queries and complaints
- Trained and oriented about theist and hardstand policy of store. Trained in different areas of this to restarting from Creating LPO.
- proper receiving of items, storing or ware housing, propped is play based on planogram and store.

**BRAND CENTER** – DOHA, QATAR

**DRIVER** – 2022 – 2023

- Drivers face obstacles or challenges.
- impacting their ability to operate vehicles safely and efficiently.

**HOTEL K108** – DOHA , QATAR

**SUPERVISOR** – 2023 – 2025

- Interview, hire and train new hires for the customer support department.
- Oversee a team of 15 customer support representatives who interact directly with clients to provide software support.
- Perform quarterly reviews and annual performance appraisals for all team members.
- Manage high-profile clients with their unique needs.
- Handle employee performance concerns, including improvement plans, verbal and written warnings and terminations.

## ● EDUCATION AND TRAINING

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2016 SEFROU, Morocco

**S.L.C PASSED BIRANZZARAN**

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2024 Doha, Qatar

**CERTIFIED FOOD HANDLER LIC: 20000002523 MINISTRY OF PUBLIC HEALTH**

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## ● LANGUAGE SKILLS

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Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	A1	A1	A1	A1	A1
<b>FRENCH</b>	A2	A2	A2	A2	A2

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*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● SKILLS

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Fast and accurate typing in Arabic and French | Good communication and interpersonal skills | Team player and customer-oriented | Basic computer skills (MS Word, Excel, printing software) | Ability to work under pressure