

✉ badrghendi6@gmail.com
📅 Date of birth 26/04/2001
🇲🇦 Moroccan
📍 Doha
📞 7083 1937

About me

My name is Badr ghendi, I'm from Morocco, and I currently live in Doha, Qatar. I'm fluent in Arabic, English, and French. I'm also proficient in Microsoft Office applications such as Word, Excel, PowerPoint, and Outlook, as well as online research. My qualities include: responsibility, communication skills, sales skills, customer service, teamwork, the ability to work under pressure, and a love of trying new things. My hobbies include sports like gymnastics, football, and swimming. I also love to travel.

Assets

Ability to communicate effectively

Proven ability to actively listen to customer needs, communicate solutions clearly and effectively, and handle conflict situations with professionalism and diplomacy, ensuring positive outcomes and high levels of customer satisfaction.

Creativity and attention to detail

Excellent command of technical drawing design, combining precision, functionality, and aesthetics, with a strong ability to solve complex problems through innovative and creative solutions. Brings real added value by integrating a distinctive artistic dimension while respecting technical requirements and deadlines.

Computer skills

Customer Service Representative

- Word
- Excel
- PowerPoint

Draftsman Designer

- AutoCAD
- AutoFluid

Languages

English
fluent

Arabic
fluent

French
Excellent

Social networks

in @Badr GHENDI
ig @albadr-g1

Interests

Basketball

Reading Books

Badr GHENDI

customer service representative / Draftsman designer

As a results-driven Customer Service Representative and Technical Drawing Designer, I bring over two years of proven experience in delivering exceptional customer experiences and producing precise, innovative design solutions. I excel at understanding client needs, resolving complex issues efficiently, and transforming ideas into clear, functional visual concepts. With strong communication skills, attention to detail, and the ability to perform under pressure, I am committed to adding immediate

Education

training certificate / AutoCAD and AutoFluid-Autodesk CAD software

From 2024 to 2025

MULTIHEXA PRIVATE CASA INSTITUTE Casablanca, Morocco

- School projects in innovative product design
- Honors
- Main subjects: Technical drawing, CAD, Product design

Baccalaureate in Physical Sciences

From 2020 to 2022 **Maqdisi high school** Casablanca, Morocco

- Grade: Good
- Main Subjects: Mathematics, Physics, Life and Earth Sciences

Work experience

Draftsman Designer

From 2024 to 2025 **Design office** Casablanca, Morocco

- Created technical drawings
- Collaborated with engineering team
- Implemented design changes based on client feedback

Customer Service Representative

From 2022 to 2024 **Call center/Customer Service** Casablanca, Morocco

- Handled customer inquiries
- Managed customer accounts
- Improved customer satisfaction ratings
- Provided comprehensive customer support by addressing client inquiries, handling policy-related issues, and resolving claims efficiently.
- Managed a high volume of inbound and outbound calls, ensuring quick and effective resolution of client concerns and maintaining a high level of customer satisfaction.
- Guided clients through the claims process, explaining coverage details and assisting with documentation and follow-up procedures.
- Maintained detailed client records in the company's CRM system, ensuring smooth communication and follow-ups.
- Exhibited strong communication skills, professionalism, and problem-solving abilities in a fast-paced environment.

Skills

Service / client

- Handling phone calls
- Resolving customer issues

Technical design

- Proficiency in computer-aided design software
- Creation of detailed plans

Effective communication

- Ability to explain technical concepts clearly
- Collaboration with different teams