



IBTISSAME GARMICH

CALL CENTER AGENT, OUTBOUND SALES

📍 Dubai - Sharjah Road, Sharjah, 20000,
United Arab Emirates

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ABOUT ME

Hard-working customer service agent with three of years of dedicated service in customer support. Independent worker able to work in remote areas. Proven ability to communicate with customers and resolve issues quickly and effectively. Consistently meet company's quality standards and adhere to product and service updates. Provide support to team members.

LANGUAGES

ARABIC

ENGLISH

FRENCH

WORK EXPERIENCE

MY LAND TRADING

Dubai
Oct 2018 - Oct 2019

Call Center Agent, Outbound Sales

- Resolved and de-escalated customer complaints by solving issues quickly, achieving a high level of customer satisfaction.
- Collaborated with team members to accomplish daily sales goals.
- Paid close attention to customers' concerns and addressed their queries and achieved an exceptional level of customer service.

LOOTAH BOUTIQUE

Dubai
Nov 2017 - Mar 2018

Area Sales Executive

- Identified and then implemented a more efficient method of sending products to customers, which received all-around positive feedback.
- Increased sales by building customer relationships with elected officials and community leaders in more than municipalities and communities.
- Increased customer satisfaction by communicating with customers for services, created timelines, and updated customers often in regards to changes.

BMCE BANK

Morocco
Feb 2016 - May 2017

Administration Assistant

- Acted as liaison to arrange meetings and facilitate communication and cooperation between all managers and department heads and executives.
- Created Excel spreadsheets to produce correct calculations and develop reports and lists that related to the maintained and new spreadsheets.
- Balanced accounts by verifying all data to eliminate discrepancies for incoming and outgoing cheques and wire transfers.
- Responsible for processing all financial documents and invoices and preparing contracts and expense reports.

EDUCATION

SIDI MUHAMMED BIN ABDULAH UNIVERSITY

Morocco
2014

High school diploma

SKILLS

PERSUASIVE SPEAKING SKILLS



TAKING RESPONSIBILITY



SELF-CONTROL



ADAPTABILITY



PATIENCE

