



# NAJOUA TALHI



## CONTACT

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## OBJECTIVE

Competent, diligent and result oriented professional with good experience in administration. Supportive, enthusiastic and dedicated team player to efficiently resolving project



## EXPERIENCE

### AGROVETO MAROC Holding in SAFI

*01 march 2018 - 2022*

Excecutive secretary

Performing accurate research and analysis

Coordinating arrangements ,meetings /or conferences as assigned

Taking dictation and writing correspondence

Compiling ,proofreading and revising drafts of documents and reports

Daily record keeping and filing of documents

Providing administrative and clerical support to departments or individuals

Handling information requests

Greeting and receiving visitors

Managing spreadsheets

Receive and relay telephone messages

Directing the general public to the appropriate staff member

Maintaining hard copy and electronic filing system

Operating office equipment,such as photocopy machine and scanner

Planing events and volunteer activities

Preparing confidential and sensitive documents

Arranging for outgoing mail and packages to be picked up

Managing professional and personal scheduling for CEO, including agendas, mail,travel arrangements, client management, and other company logistics

Managing, coordinate, and arrange senior executives travel and travel related activities ,including hotel booking

Maintaining professionalism and strict confidentiality with all materials ,and exercise discretion when interfacting with the business

Acting as the point of the contact amoung excecutives ,employess, clients and others partners

Managing information flow in a timely manner

Racking daily expenses and prepare weekly ,monthly or quarterly reports



## SKILLS

Powerpoint,excel,word, outlook

## **Union Pecheries Africaines in SAFI**

*08 august 2009 - 30 march 2018*

Hr assistant

Supporting human resources processes by administering tests, scheduling appointments, conducting

Orientation, maintaining records and information

Substantiating applicants skills by administering and scoring tests

Scheduling examinations by coordinating appointments

Screening telephone calls, scheduling interviews and conducting research to locate potential job candidates

Searching resumes and assisting with planning new employee orientations

Compiling materials and maintaining employee database records

Maintaining proper records of employee attendance and leaves

Assisting HR Manager in policy formulation, hiring and salary administration

Submitting online job postings, shortlist candidates and schedule job interviews

Coordinating orientation and training sessions for new employees

Ensuring smooth communication with employees and timely resolution to their queries

## **Phone Assistant call center in MARRAKECH**

*01 july 2008 - 30 jun 2009*

Hotliner/Customer Service

Providing product/services, informations

Answering questions and resolve any emerging problems that our customer accounts might face with accuracy and efficiency

Taking ownership of customer issues

Troubleshooting problems and see them through to resolution

Escalating unresolved issues to the appropriate internal teams

Collecting prompt and accurate feedback from customers

Handling customer complaints and provide alternative solutions to ensure resolution of complaints

Reaching out customers via email and telephone to verify account information

Bilingual customer support

Following communication guidelines, policies and procedures

Making product recommendations or service to customers based on their needs and preferences

Assisting customers in placing orders, fulfilling

Refunds and handling exchanges

Using sales computer technology to maintain customers orders and records

Cold call potential customers

Interpersonal skills

Time management

Building customer loyalty

## **Royal Air Royal airline at Mohamed V airport in CASABLANCA**

**01 november 2003 - 31 december 2005**

Customer service /Hostess  
Handling information inquiries , reservations, ticketing  
Passenger check -in ,baggage check-in  
Aircraft preparation and problem resolution for all advanced  
Airlines passengers and potential passengers /guests  
Providing customers with baggage assistance  
Confirm travel reservations and itineraries  
Complete flight check-in  
Print tickets using a point -of -sale system  
Ability to solve problems  
Time -management skills  
Ability to multitask  
Ability to work under pressure

## **Autonomous water & Electricity Authority in SAFI**

**01 july 2007 - 31 july 2007**

Internship Human Ressources Assistant  
Updating employee absence records  
Filing HR documents accordingly  
Initiating background checks on shortlisted candidates  
Providing suitable recommendations to improve HR policies  
Collecting payroll information such as hours of work done by an employee  
Assisting in screening forms and resumes of applicants  
Address queries and issues of workers when required  
Assisting the HR team in organizing career fairs and special events  
Reviewing and distribute company strategies by hard copies ( notice board, brochures) or in digital formats ( email, posts on social networks/forums/company website  
Creating reports on the HR related process when required

## **Chamber of Commerce & Industry in SAFI**

**01 march 2008 - 30 march 2008**

Executive assistant internship  
Managing the schedules and communications of key company executives  
Prioritizing emails and phone calls  
Gathering documents to prepare for meetings and coordinating travel arrangements  
Welcoming visitors and identifying the purpose of their visit before directing them to the appropriate department  
Performing minor accounting duties  
Organizing meetings,including scheduling,sending reminders, and organizing catering when necessary  
Providing secretarial support by entering ,formatting, printing information  
Answering the telephone , relaying messages, and maintaining equipment and supplies

## **Royal Air Maroc airline in CASABLANCA**

**01 march 2003 - 31 may 2003**

Customer service airport intership in CASABLANCA  
Passenger assistant  
Airline baggage handler  
Airline reservation roles  
Check-in passengers  
Asking security questions, allocating seats and giving out boarding cards and luggage labels  
Weighing luggage and charging the passenger extra if the luggage is overweight  
Directing passengers through security and departures  
Giving flight information and directing passengers to departures gates  
Dealing with issues from delayed ,cancelled or missed flights  
Checking boarding passes at the departure gate  
Escorting people who require assistance and unaccompanied children  
Making announcements on the public adress system



## **EDUCATION**

### **HASSAN II high school in SAFI**

**2001-2002**

Baccalaureate modern literature english section

### **Ecole TAKADOUM Formation Duale in CASABLANCA**

**2002-2003**

Diploma of Flight Attendant

### **CHOUAIB DOUKALI university in ELJADIDA**

**2003-2004**

First year modern literature frensh section

### **Higher Institute of Applied Technology in SAFI**

**2006-2008**

Diploma of Technician Specializing in Executive Secretary

### **Higher Institute of Applied Technology in SAFI**

**2008**

Diploma of Hotliner

### **BEST RH Agency in MARRAKECH**

**2018**

Diploma of Human Ressources Assistant



## **INTERESTS**

Travelling ,reading, browsing in internet



## **LANGUAGES**

Arabic native  
English fluent  
Frensh fluent