**OTMAN CHEBIHI**

****Discovery Gardens

Street 7 B 149 / flat 005

Dubai U.A.E

**Mobile:** 00971528165257

**E:** othmanchebihi@gmail.com

**Age**: 29

**Nationality**: Moroccan

**Objective:**

Professional sales and administrative support with 8 years of experience, offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner with costumer service background, problem solver who readily adapts to change, works under pressure and exceeds expectations.

**WORK EXPERIENCE**

**From October 2020 up to date**

**Cupola Teleservices (CTS)**

**Etihad water and electricity authority**

* Call center expert
* Handling large of volume calls inbound and outbound
* IT support at Etihad water and electricity authority
* Supporting CMS /ERP /SAP FIORI/REDBOX software’s
* Creating new users updating the staff sections create and rest credentials enabling the permissions monitoring access users handling Avaya settings creating VPN and configuring proxy.

**E commerce website customer care expert**

**Daniel wellington luxury brand**

**From 2021 March up to date**

* Handling all kinds of chats emails supporting customer’s issues with macros system, zandisk, control order unifaun, Navision and Magento systems.

**Loss prevention officer** (safety *and security department)*
**Dubai Duty Free**
**From June 2015 to October 2020**

* Developing and implementing new administrative systems
* Office duties – answering calls, emails and letters.
* Maintaining the office condition and arranging necessary repairs
* Guarded premises and assisted visitors with room access issues.
* Scrutinized duress alarms, perimeter alarm system and so on.

**From May 2014 to June 2015**

**Customer service / Dubai Duty Free**

* Recruit potential customers by recommending goods or services and demonstrating how they benefit the customer personally
* Answer any questions the customer may have about available products and services
* Establish new customer accounts, recording account information on written forms or digitally
* Listen to customer concerns and complaints with the goal of identifying the causes of the problem
* Select appropriate responses to customer issues and work quickly to resolve them
* Refer advanced cases to management for resolution, providing background information as necessary
* Maintain and regularly update financial account information using computer software programs
* Anticipate customer needs, following up with previous customers to offer reorders or additional services

**From September 2013 to May 2014
Sales Assistant / Dubai Duty Free**

* Assist customers in locating merchandise and answering questions concerning general merchandise.
* Demonstrate use of merchandise upon request.
* Stock shelves, counters or tables with merchandise.
* Process payment following established procedures for different types of transactions.
* Count and balance cash register and receipts.
* Check inventory periodically and place orders with sales representative.
* Check inventory listing with actual inventory on shelf and report discrepancies to supervisor.
* Train new sales staff in basic operations and procedures.
* Clean shelves, counters or tables.

**WORK EXPERIENCE**

**Admin Assistant**

**Techno Police Company**

* Installing laptops software and repairing hardware issues
* Installing networking cables
* Answer and direct phone calls
* Organize and schedule meetings and appointments
* Maintain contact lists
* Produce and distribute correspondence memos, letters, faxes and forms
* Greet and assist visitors to the office

**Pexio Company (Part-time job)**

* Printing press operators and printing press operator assistants prepare, operate, and maintain printing presses.
* Their principal duties include installing and adjusting printing plates
* Loading and feeding paper
* Mixing inks and controlling ink flow

**ACADEMIC QUALIFICATIONS and certificates**

* 2009-2010 : High school diploma in Experimental Sciences
* 2010-2012 : IT high diploma (Software & hardware)
* 2012-2013 : Flight & tourism diploma (customer service) within INFOHAS
* 2015-2020 :Dubai police academy safety and security certificate
* 2021 : Social Media Marketing and emailing marketing courses (Facebook Ads. Instagram, snapchat, Emailing.
* 2021 :Daniel Wellington Customer care expert MEA Certificate

 **PERSONAL SKILLS**

* Professional attitude
* Friendly & polite
* Good sense of humor
* Office 365 (Word, Excel, Power Point…)

 **HOBBIES**

* Photography
* Swimming
* Traveling