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| **Achny Karim****Address:** Al waseet building, airport road, Abu Dhabi, UAE**Number:** +971529146543**E-mail** : karim.achny@gmail.com  |
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|  **Professional experiences** |

- **April 2017 - January 2019: *Quality auditor, Subject matter expert* at phone active part of Arvato “Social media moderation”.**

 • I was in charge of leading a team of 18 agents to reach out the goals set by the company weekly.
 • I had the opportunity to mentor, guide, motivate and reinforce the team spirit.
 • I was responsible of making sure that the company’s rules and needs are being respected and fulfilled.
 • Control and follow up the team’s attendance, behavior to ensure maximum of client’s and company’s satisfaction.
 • Assisting agents in the platform if difficulties faced.

 • Delivering new updates, calibrations sessions and trainings the new joiners.
 • In charge of auditing the content worked by the moderators

 - **January 2017 – April 2017: *Content moderator* at phone group part of Arvato “Social media moderation”.**

 • Responsible to treat and work the content reported by the users as per the client’s requirement.
 • Collect anything new trends and escalate them to the subject matter experts.
 • Respect the work’s policy and maintain the quality set by the company.

 **- April 2016 – January 2017: *Customer advisor* at phone group part of Arvato.**

 • Manage large amounts of inbound and outbound calls in a timely manner.
 • Follow communication “scripts” when handling different topics.
 • Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
 • Seize opportunities to upsell products when they arise.
 • Build sustainable relationships and engage customers by taking the extra mile.

**-April 2015 – March 2016: *Sales representative* in Exist**

 • Meet & Greet customers and offer assistance to ensure their needs are answered.
 • Assist customers in their purchase decisions by helping them select relevant and appropriate products.
 • Arrange and replenish on a continuous basis the shop shelves to ensure a tidy look at all times.

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|  **EDUCATION** |

- **2014 – 2015: *Bachelor Degree in Management*** ***and Economics*** at Hassan II University Casablanca, Morocco.
**- 2011 - 2013: *Two-years university degree in Management*** ***and Economics*** at Hassan II University Casablanca, Morocco.
- **2010 – 2011: *Graduated High School in Accounting Management***

Casablanca, Morocco.

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|  **SKILLS** |

- Excellent interpersonal and social communication skills.
- Hospitality, Sales.
- First Aid, Rescue,
- Windows skills: Word / Excel / Power point / Outlook

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|  **LANGUAGES** |

**-Arabic:** Native language.
**-English:** Fluent.
**-French:** Fluent