



**Name : GHAZI**

**Surname: NASRI**

**Address:** DUBAI

**Date of birth:** 07/10/1995

**Nationalities:** Tunisian

**Driving license**

**WhatsApp Number:** +97450537458

**Languages:**

- Arabic : Native language
- English : Good
- French : Good

**Skills:**

- **Computer Tools:**  
Word, Excel, Outlook and Power Point
- **Computer languages:**  
Pascal, Arduino and C ++
- **Software designated:**  
Avideon, Eyetech, Proteus 8.3, Step7, Pic C

## **Education**

**From June 2017:** The National Applied Bachelor's Degree, Institute of Higher Technological Studies, Tunisia

**From September 2013 to June 2014:** The Technical Baccalaureate, secondary school Abou Kassem Chebbi, Tunisia

## **Work experience**

**Since June 2021:**

**Customer Service executive in AL ASMAKH REAL ESTATE DEVELOPMENT, QATAR:**

- Handle customer complaints.
- Greeting and welcoming guests and providing them with a positive first impression of the organization.
- Appropriate solutions and alternatives within the time limits.
- Communicating with the management team regarding the customer's requests.
- Communicating with the sales and leasing team.
- Maintaining positive business relationships to ensure future sales.

## Personal Skills

- Able to innovate and create new ideas for Entrepreneurship.
- Self-presentation and positive attitude.
- Very interested in human development and skills discovery.
- Focused on “great service beats fast service”.
- Skills in team leadership gained through my experience and academic studies.

## From 2018 to 2020:

### **Guest service supervisor (opening crew member) in**

#### **KIDZANIA DOHA, Qatar:**

- Providing an excellent customer services.
- Representing the industry partners (**Qatar Rail, Qatar Airways, Qatar GAS, Ministry of education and QNB**).
- Research, identify, and resolve customer complaints.
- Help in achieving a large number of sales and directing customers according to the existing offers.

## From 2017 to November 2018:

### **Telesales executive in VOICECOM**

#### **TUNISIA, BEIN SPORT Operation:**

- Helping customers to pay subscription cards of **Bein Sport** through modern payment methods.
- Introducing new offers and discounts.
- Renewal of expired subscription cards.
- Achieving a significant number of sales (devices and subscription cards).
- Respond to incoming calls from the customers to take their orders.
- Provide all information's and handle complaints regarding the organization's services.

## **Training & Certificates:**

### 28/01/2018:

- Fire warden license and Evacuation marshal certificate from **Enertech, Qatar**.

### 30/03/2017 - 31/03/2017:

- Exhibitor in the Third Ministerial Conference (**Five + Five**) on Innovation in Research and Higher Education, Tunisia