



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