



EL MEHDI AMEDJAR

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CUSTOMER SERVICE AND BUSINESS EXCELLENCE

PROFILE SUMMARY:

Professional Senior Customer Service

Result Oriented Professional, Seeking Challenging assignment with reputed. Organization/Banks/Offices.

Have Strong exposure to process and operations controls, managing error rates, quality control, employee engagement and Cross selling as part of my responsibilities which I have delivered above the expectations of the management.

Initiate, formulate, agree, & implement business strategies to grow the Customer Service.

Operations, Cross Selling / Tele-Sales & Improve Customer Experience by Value addition in Complaints Division. Also enabling operational & service delivery to achieve prescribed levels of customer satisfaction as well as achieve financial targets and non-financial objectives of business.

WORK ACTIVITIES

- Responsible for the safe and accurate handling of the money I process.
- Lead and drive all aspects of service assurance by maintaining an overview of service activities across the branch.
- Set up performance standards in key areas like volumes, process efficiencies, controls, resource planning etc.
- Devise strategies, benchmark performance standards, ensure compliance to Best practices and Cross Selling.
- Resolve Customer queries / service requests / complaints raised, ensuring complete adherence to preset standards / guidelines with focus towards Value addition.

WORK EXPERIENCES:

Business excellence and customer service representative CHQ

UAE Exchange LLC, UAE

MAY 2019- Present

- Executed financial transactions according to bank policies and procedures.
- Responded to customer inquiries, providing information on bank accounts, policies, products, and services.
- Assessed needs of customers, suggesting products and services accordingly.
- Researched and resolved service-related problems.

PERSONAL SUMMARY

Date of Birth: 20 Nov 1989

Nationality: Moroccan

Marital Status: Married

Languages : English French Arabic

PROFESSIONAL SKILLS

- Exceptional customer service and networking skills with a strong lead of customer database.
- Team Management, successful in working in a team environment, as well as independently .
- Open minded, Loyalty, Energy, Positive attitude, Leadership, Team player, Expertise, Hard work, Creativity, Problem solver.
- Ability to work under pressure, problem solve and multitask within a given TAT.

EDUCATION

HIGH SCHOOL : ABDELAZIZ EL FASHTALY .

Degree: Bachelor level series sciences humans.

INSTITUTE IHB ART MEDIA.

Degree : Technician Diploma in Computer graphics.

REFERENCES

- References are available on request

Senior Officer (teller)

UAE Exchange LLC, Midriff UAE

April 2017 Till MAY 2019

- Responsible for smooth services provided towards costumers.
- Approved all the reports generated by the team members.
- Ensure all Credit card payment is accurate.
- Responsibility for the payment made through Bank transfer & Telex transfer.
- In charge of Opening Bank accounts.
- Responsible for Worldwide cash transfer.
- In charge of Buying and selling foreign currencies.
- In charge of Opening accounts and purchasing for National Bonds for client.
- Advising customers about all our financial services and products.
- Ensure that all the cash collected is accurate and tally.

SALES MAN

OWN BUSINESS

JAN 2016 Till FEB 2015

- Dealing in the sale of clothes.
- Importing clothes from EUROPE countries to Morocco.

Graphic Designer

NEW DEAL PRINT

JAN 2015 Till MAY 2015

Casablanca, MOROCCO

ECO COLOR

JULY 2015 Till NOV 2015

Casablanca, MOROCCO

- Welcomes customers by greeting them; offering them assistance.
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Created graphic design in perfect way .