

# ISSAM GHEFFOUR

CUSTOMER SERVICE



## PERSONAL INFORMATION:

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ADDRESS: AL MAJAZ-2, SHARJAH, UAE.

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DATE OF BIRTH: 06/07/1993

NATIONALITY: MOROCCAN

MARTIAL STATUS: SINGLE

## CAREER OBJECTIVE:

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To find a challenging position which would provide an opportunity for further personal and professional development.

## EDUCATION:

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QUALIFICATION: BACHELOR OF MODERN LITERATURE.

INSTITUTE: MOHAMMED V UNIVERSITY – RABAT, MOROCCO.

YEAR: 2013

QUALIFICATION: DIPLOMA OF LAW AND HUMANITIES.

INSTITUTE: MOHAMMED V UNIVERSITY – RABAT, MOROCCO.

YEAR: 2015

## **WORK EXPERIENCE:**

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### **RECEPTIONIST AT RIAD COMPANY – RABAT, MOROCCO.**

*December, 2015 – December, 2016.*

Welcome and greet guests, make and confirm reservations for guests, ensure proper room allocation, register and check guests in, confirm relevant guest information, issue room keys and direct guests to their rooms.

### **ASSISTANT SECRETARY AT LYCEE FRANCAIS INTERNATIONAL GEORGES POMPIDOU FRENCH SCHOOL – SHARJAH, UAE.**

*September, 2017 – February, 2019.*

Respond to all written correspondence, Support teachers and school administrators, Maintain students files, greet and assist school visitors, schedule meetings with students parents.

### **RECEPTIONIST AND CALL CENTER AGENT AT ORIANA ONE DAY SURGERY HOSPITAL – SHARJAH, UAE.**

*March, 2019 – Present.*

Greeted patients and assisted with hospital check-in. Maintained organized environment by updating necessary paperwork, filing charts and notifying nurses of patient arrival. Answered reception phones and assisted callers with any requests or questions. Efficiently performed data entry with a sharp attention to detail. Recorded pertinent patient information and navigated the database in order to schedule and manage appointments.

**LANGUAGES:**

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ARABIC: NATIVE LANGUAGE.

ENGLISH: FLUENT (SPOKEN AND WRITTEN).

FRENCH: FLUENT (SPOKEN AND WRITTEN).

**SKILLS:**

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**PERSONAL SKILLS:**

- Willingness and ability to learn new technologies and concepts quickly.
- Ability to plan organize and prioritize work.
- Time management, ability to work under pressure and meet tight deadlines.
- Able to work and communicate both independently and as a team member.
- Good listener with ability to motivate others.

**TECHINICAL SKILLS:**

- Proficiency with MS Office Suite.
- Multi-line phone systems.
- MySQL.
- Windows and Mac OS.