



# ZAHRA AGROUANE

📍 Dubai , United Arab Emirates 25314

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📅 10/07/1999

🌐 Moroccan

## Professional Summary

Highly skilled professional with over 5+ years of experience in various roles including call center agent, receptionist, cashier, and nursery teacher. Demonstrates excellent communication abilities, strong organizational skills, and a commitment to providing high-quality service and care. Adept at multitasking and handling multiple responsibilities efficiently. Knowledgeable sales professional with experience in customer service, business development and pitch presentations. Friendly and honest team player, committed to developing successful client partnerships through outstanding levels of service. Dedicated and motivated individual with keen desire to gain work experience and learn from sales team. Eager to build client relationships, expand customer bases and help drive business development. Comfortable in high-pressure and fast-paced environments and willing to take on new challenges.

## Skills

- Strong communication and customer service abilities.
- Proficient in using call center and POS systems.
- Excellent organizational and multitasking skills.
- Ability to create a positive and engaging learning environment for children.
- Experience in handling administrative tasks and office management.
- Attention to detail and a commitment to providing high-quality service.
- Proficient in Microsoft Office Suite and other relevant software.
- Customer Service
- Confident communicator
- Merchandising
- Cash management

## Work History

### CALL CENTER AGENT

AD DEVELOPMENT - AGADIR, MOROCCO

- Handled inbound and outbound calls, addressing customer inquiries and resolving issues promptly
- Provided detailed information about products and services, ensuring customer satisfaction

- Managed customer accounts, updated records, and processed transactions accurately
- Followed up on customer requests and escalated unresolved issues to higher management
- Achieved performance targets and maintained high levels of customer service quality.

### **CALL CENTER AGENT**

MONJOB - CASABLANCA, MOROCCO

- Responded to customer inquiries via phone and email, providing support and information
- Assisted customers with product and service inquiries, orders, and technical issues
- Maintained accurate and detailed records of customer interactions and transactions
- Worked collaboratively with team members to ensure seamless service delivery
- Met and exceeded key performance indicators (KPIs) related to call handling and customer satisfaction.

### **RECEPTIONIST**

BARCELO - CASABLANCA, MOROCCO

- Welcomed visitors and clients, providing a friendly and professional first point of contact
- Managed the reception area, ensuring it was clean and organized.

### **CASHIER**

AMOUD BAKERY - CASABLANCA, MOROCCO

- Processed customer purchases accurately and efficiently using POS systems
- Handled cash, credit, and debit transactions, ensuring proper accounting and reconciliation
- Provided excellent customer service, answering questions and addressing concerns
- Assisted with inventory management and restocking of merchandise
- Maintained a clean and organized cashier area.

### **NURSERY TEACHER**

HADANATI + AL RIADA SCHOOL - AGADIR, MOROCCO

- Planned and implemented educational activities and lessons for young children
- Created a safe, nurturing, and stimulating environment for children's development
- Monitored and assessed children's progress, providing feedback to parents and guardians
- Organized and participated in parent-teacher meetings and school events
- Ensured compliance with health and safety regulations in the classroom.

06.2020 - 07.2022

### **Saleswoman**

Marjane market - AGADIR , Morocco

- Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty.
- Tagged products quickly and accurately with price tags and stickers.
- Demonstrated product usage and features to customers.

- Helped customers obtain specialised help for refunds and exchanges.
- Received stock deliveries, accurately completing paperwork and updating system records.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Marketed promotions, events and new product launches effectively, growing customer bases and revenue opportunities.
- Prepared orders for customers with wrapped, bagged and boxed items.

Education

- BACCALAUREATE / DEGREE  
Duration: 2017 - 2018
- COLLEGE LEVEL, English Literature  
Duration: 2018 - 2020
- Specialized Technician Diploma, Hotel Management  
Duration: 2020 - 2022
- 06.2019 • Certificate of Higher Education, Secretary , Academy center - AGADIR , Morocco

Custom

I hereby declare that the particulars furnished above are true to the best of my knowledge and belief.

Personal Information

- Date of birth: 10/07/1999
- Gender: Female
- Nationality: Moroccan
- Marital status: Married
- Visa status: residence visa

Languages

Arabic Native	
French	B2
English	B1
Upper intermediate	Intermediate