


## Personal Details

Full Name	Mousslem Chibane
Phone Number	+ 971 58 118 5458
Email	<a href="mailto:Mousslemchibane@gmail.com">Mousslemchibane@gmail.com</a>
Address	Abu Dhabi Al Ain
Nationality	Algerian
Country of Residence	United Arab Emirates



## Computer Skills

---

- Good knowledge of HTML CSS web design, with basic Python.
- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint.
- Internet research skills.
- Computer Maintenance Knowledge.
- Good knowledge of  System.
- Good Knowledge of CRM Systems.

## Languages

---

- Arabic: Native speaker.
- English: Excellent level.
- French: Excellent level.

## Education.

---


- IT science and Hardwar maintenance Degree.
- HSE inspector Certificate.
- Zetron 4010 call patch station management.

## Key skills and competencies

---

- Interactive and fast enough to learn new technologies.
- Strong influencing and Communication skills.
- Able to work under pressure and deliver results to deadlines.
- Able to work closely with customers.
- Having a creative, analytical, practical and thorough approach to resolving issues.
- Flexible & adaptable, able to work well individually and within a team.
- Can interact with all levels of staff including senior management.

## Professional Background

From	To	Company 	Job Title
June 2021	Present Day	Radiance Spa For Men	Front desk cum Administrator.

### My duties and responsibilities :

- ✓ -Responsible for receiving customers by greeting them in person or on the telephone, answering or referring inquiries.
- ✓ - Answer heavy volume phone calls, greet customers, and distribute mail and packages.
- ✓ -Assist in preparing expense reports, order office supplies, and other duties.
- ✓ -Represent the organization in a positive way by creating and maintaining excellent internal and external relationships.
- ✓ -Ensuring that the front desk and reception area is kept clean and organized.
- ✓ -Tending to guests' complaints and questions and providing exceptional customer service.
- ✓ -Takes customer complaints or issues and pass them on to the appropriate parties.
- ✓ -Collects detailed information from customers and visitors.
- ✓ -sales packages and new offers.
- ✓ -managing the social media accounts (Instagram, Facebook, what's app...).
- ✓ -Collecting payments whether cash or cards.
- ✓ -detailed closing Excel sheet report, and making sure that it is compatible with the CRM daily closing report.

From	To	Company 	Job Title
Marsh 2019	December 2020	Nestle Professional	CSR cum Technical Support.

-Working with Nestle Professional Procure, we were handling several tasks for Nestle offices departments as like for customer service and technical team, sales and marketing team, Finance and accounts team.

### Duties & Responsibilities:

#### Sales, Customer service:

- ✓ -Assist and provide technical support to Nestle Professional customers by collecting information and the well understanding the issues are facing with the machines.
- ✓ -Troubleshooting customers and provide a better assistance experience as per Nestle ProCare standers.
- ✓ -Redirect issues to the technical team to provide a corrective maintenance in site for necessary interventions.
- ✓ -Interact with customers to provide and process information in response to inquiries and requests about products and services.
- ✓ -Escalate urgent and critical inquiries to competent departments.

#### For Sales & Marketing Team:

- ✓ -Taking lead information and details, determine if the lead is qualified as per Nestle Professional Policies and redirect it to the field sales team.
- ✓ -Schedule meeting with potential customers.
- ✓ -calling leads generated by marketing campaigns, qualifying and explain the contract basis.
- ✓ -Lunching sales campaign for new machines products and beverage solutions.

For Finance & account team

- ✓ -Response to customer's emails concerning invoices, cheque, and money collection.
- ✓ -Assist FSR's to collecting money from customer having overdue payment by sending SOA's to customers
- ✓ -send SOA's LPO's and Invoices for customer as they request.

From	TO	Company	Job Title
Oct 2015	2018	Mousslem Chibane ETP.	Self Employed.

After working in many positions getting skills and the appropriate experience I started my own business in creating a network installation company achieving many projects for big company like Algeria Telecom and Huawei.

- ✓ -Connecting 300 Algerie Telecom customer with internet.
- ✓ -Renewing Telephone and Internet network (promotion El Maghreb).
- ✓ -new network installation (ADSL, FTH, TELEPHONE).
- ✓ -laying optical fibre 20km for ZTE Huawei.
- ✓ -Fire alarms network installation.
- ✓ -security cams network installation.

From	TO	Company	Job Title
2014	2015	Coq Paper Factory	Machine Operator Supervisor.

-In Coq Paper Manufactory I worked as machine operator and Industrial chain supervisor, maintain and ensure the good function of the chain, controlling the quality of the products and ensure the safety of my team.

Duties & Responsibilities:

- ✓ -Chain maintenance and good function.
- ✓ -Ensure staff safety and avoid hazards.
- ✓ -Maintain productions productivity objectives.
- ✓ -Control and ensure the good quality of the product.
- ✓ -Daily safety meeting.

From	TO	Company	Job Title
2013	2014	Euro Japan Catering	Safety Inspector (HSE).

During this period, I was an HSE inspector trainee, but effectively I was field inspector, in fact I was responsible for:

- ✓ Check list temperature of food stocking area.
- ✓ Check list kitchen (organization of food and kitchen tools, inspect the personnel's conformance to standards...)
- ✓ Check list restaurant (its state, its organization and the fire equipment availability).
- ✓ Check list of rooms (HSE panels and signs, Hygiene and rooms service quality).
- ✓ Check other stocking area like dry products and cleaning products if it conforms to the FIFO standards.

- ✓ Inspect the personnel for their PPE
- ✓ Inspect their behavior while working,
- ✓ Conduct weekly safety meeting.
- ✓ Making reports of incident and Accidents
- ✓ Extract lesson learned from those reports.

From	TO	Company	Job Title
2011	2012	Petrofac	Telecommunications.

I occupied position related to the IT and Telecommunications department Mainly my responsibilities were:  
 – Manage the “Zetron 4010” station, it is a Call patch console station, I was responsible of connecting the constructing sites with the Base for remote construct sites.

From	TO	Company	Job Title
2007	2010	Cultural Center of Annaba	IT Supervisor

#### Duties, Responsibilities

While I was graduating from the National Institute for professional studies, I was working as IT operator trainee in the Annaba Cultural Center; quickly I was promoted to an IT supervisor to take in charge All the reparations Setups and installation of Computers, Network services and IT management of the Cyber cafe of the institute. Mainly I was responsible for:

- ✓ Repairing defective PC machines
- ✓ Repairing Network failure (HUB, Servers, network cables).
- ✓ Installing new PC machines.
- ✓ Configuring the Servers and PC's platform
- ✓ Setup the Cables of the Networks.
- ✓ Weekly System checks.
- ✓ Managing the business of the Center's cyber cafe.
- ✓ Prospecting and inspecting new PC machines to be bought.