

NOUREDDINE ACHBILI

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Marrakech, Morocco

Enthusiastic, customer-focused professional with experience in sales, hospitality, and client relations. Skilled at creating exceptional guest experiences, resolving issues with efficiency, and working under pressure. Culturally aware, adaptable, and fluent in multiple languages. Passionate about delivering world-class service, with strong communication skills and a polished, professional presentation.

KEY COMPETENCIES

Exceptional Customer Service & Problem Solving	Cultural Awareness & Adaptability
Hospitality & Guest Relations	Professional Presentation & Grooming
Sales & Client Relationship Management	Attention to Detail & Teamwork
Strong Communication & Interpersonal Skills	Multilingual: Arabic, English, French, Basic German

PROFESSIONAL EXPERIENCE

Sales Agent September 2022 – July 2023

NovusPay, Remote (B2B Sales to UK Market)

- Sold card readers and payment solutions to businesses across the UK.
- Managed client accounts, resolved technical issues, and provided after-sales support.
- Developed strong communication and negotiation skills through daily phone-based interactions.
- Ensured client satisfaction by understanding business needs and offering tailored solutions.

Guest Relations Assistant June 2024 – September 2024

Riad Safran & Cannelle, Marrakech

- Welcomed international guests, managed check-in/out procedures, and ensured a smooth stay.
- Handled bookings, provided local recommendations, and resolved guest inquiries efficiently.
- Maintained a high standard of service, ensuring guests felt at home in a culturally rich environment.
- Managed breakfast service and addressed guest feedback to enhance their experience.

Graphic Designer & Web Developer 2017 – Present

Freelance, Remote (International Clients)

- Managed client relationships across diverse industries, delivering design solutions that met expectations.
- Developed strong organizational, time management, and client service skills through independent work.
- Adapted to different client cultures and preferences, enhancing communication and flexibility.

EDUCATION

Specialized Technician in Digital Development

ISGI, Marrakech | 2023 – 2025

Baccalaureate Degree, Physics & Chemistry Option

High School Bismillah, Settat | 2021 – 2022