



# NOUREDDINE ACHBILI

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Marrakech, Morocco

Dynamic and customer-focused professional with proven experience in hospitality, guest relations, and client service. Skilled at assisting international guests, resolving issues with empathy, and creating memorable experiences. Highly adaptable to multicultural environments, polished in professional presentation, and motivated to deliver world-class service as part of the Emirates cabin crew team.

## PROFESSIONAL EXPERIENCE

### Guest Relations Assistant

Riad Safran , Marrakech | Jun 2024 – Nov 2024

- Welcomed and assisted 15+ international guests daily, ensuring seamless check-in/check-out procedures.
- Delivered personalized service by offering tailored cultural recommendations and local insights.
- Resolved guest inquiries and concerns with empathy, achieving high satisfaction feedback.
- Supported daily breakfast service, maintaining excellent hygiene and service standards.

### Sales Agent

NovusPay | Sep 2022 – Jul 2023

- Managed a portfolio of 50+ business clients, providing after-sales support and technical assistance.
- Strengthened communication and persuasion skills through daily phone-based interactions.
- Built long-term client relationships by identifying needs and delivering tailored payment solutions.

## KEY COMPETENCIES

- Exceptional Customer Service
- Strong Communication & Interpersonal Skills
- Cultural Awareness & Adaptability
- Teamwork & Collaboration
- Conflict Resolution & Problem-Solving
- Attention to Detail & Safety Awareness
- Professional Presentation & Grooming
- Multilingual Communication

## EDUCATION

- Specialized Technician in Digital Development**, ISGI Marrakech (2023 – 2025)
- Baccalaureate in Physics & Chemistry**, High School Bismillah, Settat (2021 – 2022)