**SKILLS**

* Excellent customer service skills with clear and effective communication
* Able to work with minimal direction in a fast paced environment and meet tight deadlines
* Exceptional at working independently & in group and positively influence others
* Strong analytical skills and ability to deal with problems with a sense of urgency
* Very organized and efficient in completing tasks with superior multitasking abilities

**EDUCATION**

* Current student Software Engineering Technician
* Multihexa University of Morocco 2004 - 2006
* The College communautaire du Nouveau-Brunswick 2006 – 2008

**WORK EXPERIENCE**

* French teacher – Blaisdale Montessori school 2009 – 2019
* Lead classroom activities
* Organized several field trips
* Trained new teachers successfully to teach lesson plans
* Multilingue Call Centre (Morocco) 2008 – 2009
* Answering incoming calls and forward to appropriate recruits
* Data Entry, Filling, Preparing and entering invoices
* Maintaining clients files and productivity