

ZEMITI MERIEM



PROFESIONAL GOALS

A foreign languages interpreter graduated , a five star customer service experienced , I aim to reach a challeging position with a growing company where i'll be able to utilize my skills,knowledge, and competence

ABOUT ME

Nationality: Algerian
D.O.B: 08/03/1989

GET IN TOUCH !

Mobile:

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AL BARCHA street DUBAI

Academic History

University of algiers 3 :
University Degree DIPLOMA in
TRANSLATION (Arabic, French , English)

BACHELOR Degree in foreign languages
-AT Local High school

IELTS Diploma -at BRITISH COUNCIL
SCHOOL

English Language certificate - Local
Private school

Banking Recovery training certificate -
Societe Général BANK

MAKEUP AND NAILS Diploma (Artistic
specialization)

SPECIALIZATION

- Customer service interaction
- relationship building management
- Banking
- High skills Communication
- Public speaking
- Sales and Negotiation
- Artistic
- Teaching
- Hospitality and guest service management

Languages Spoken

European:

FRENCH NATIVE (speaking, writing ,reading ,typing)

ARABIC: (NATIVE)

Gulf ARABIC , SYRIAN ARABIC

ENGLISH: FLUENT (speaking, writing, reading , typing)

Work Experience

Societe General Bank-COLLECTION OFFICER (Risk Department) -ALGIERS- APR 2021 -DEC 2021

- Developing payment plans
- Locating debtors in iorder to begin the recovery process by negotiating the debt payment
- keeping hard copy and electronic records of all communications, payment plans agrred to , and amounts paid.
- Sending statements of delinquencies and coordinate with the credit bureau , as well as purging records where debts have been satisfied.
- Initiating legal and repossession proceeding if debt recovery fails.

Societe Général Bank-Multimedia customer service advisor/Private Banker (retail BANK) ALGIERS. JULY 2018 - APR 2021

- Receiving inbound calls from all customers around the country for urgent claims about our online services such as : phone APP , credit card , debit card,account visibility ,
- Dealing with all sorts of questions and respond quickly and efficiently concerning accounts , cash management , money deposit , money transfer....
- Use different computer system to lock or unlock credit card or debit cards.
- Make simulation for a credit demande to a customer or non customer in order to sell more credit such as ; AUTO CREDIT , REAL ESTATE CREDIT , LEASING CREDIT....

ENHACESYS -RELATIONSHIP MANAGER AND TRANSLATOR -ALGIERS oct 2017-APR 2018

- Translate documents from English to French and the opposite too. -Be the personal interpreter of the company representative during meeting with CEO or CEO ASSISTANT in order to make the conversation understood.
- Build and improve relationships with customers , key suppliers and partners.
- Identify potential opportunities and inform the sales team to follow up.
- Educate and inform clients about the company's products, services and special offers.

DECARTE SCHOOL- ENGLISH TEACHER -ALGIERS Oct 2016-oct 2017

- Teaching professional and academic english to students , and to employees of multinational companies .
- Preparing lessons according to the adequate level of students , giving speeches about english literature.

SWISSPORT Handling company-ground staff -Algiers Airport July 2013-May 2016

- check in passengers for the appropriate flight .
- utilizing everyday 04 different airlines systems such as :British Airline, Turkish Airline, Qatar Airways....)
- Responsible of the documents control (visa , invitation , passport validation , according to the standard and procedures of the passenger destination.

5 Star Qatar AIRWAYS -FLIGHT ATTENDANT -DOHA ,QATAR FEB 2012-MAY 2013

- It's all about customer services care , it's giving more that what is expected from the clients (passengers)
- Selling the 5 star Brand starting from dressing up ,makeup on ,smile on , leaving the house , until the end of the flight (all must be neat and tight)
- Preparing Briefing before the flight with the whole crew , discussing what is going to be special on a flight not leaving any details behind .
- Do safety and security tests before the flight to refresh the company Standards and Procedures.
- Good handling of cocktails , special meals , timing of every service is THE KEY to sell the 5 star brand.