

Fouad Ouardi

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Willing to relocate: Anywhere

Work Experience

Bilingual Donor Experience Representative

Globalfaces Direct - Toronto, ON

February 2022 to Present

- Tending to daily inbound and outbound donor calls
- Effectively objection handle and manage donor concerns in a sales assist capacity to help acquire the highest number of long-term donors and donations
- Maintain stellar knowledge of charities, quality and compliance standards
- Escalate concerns identified and demonstrate creativity in recommending solutions for day to day challenges

Customer service associate

Longo's

September 2021 to February 2022

- Handle questions and provide information in a professional, clear and easy to understand manner.
- Provide a positive customer experience with fair, friendly, and courteous service.
- Handle payments and scans items for customers in a fast-paced environment.
- Collaborate with team members on task handling to provide the best customer support.

Private math tutor

Freelance - Casablanca

September 2019 to May 2020

- Teach Mentor-hood Math curriculum Classes online to small groups, aged 10-12.
- Prepare lesson materials, worksheets, mark homework and update progress.
- Maintain on-going communications with parents.

Education

DCS / DEC in Computer Science

Centennial college - Toronto, ON

January 2021 to Present

Skills

- Writing Skills
- Microsoft Office tools handling

- Detail oriented
- Time management
- Team player
- Fast learner
- Customer service
- Multilingual
- Cash handling
- Multitasking
- Math
- English
- Typing
- French
- Arabic
- Technology
- Communication Skills
- Microsoft Outlook

Languages

- English - Advanced
- French - Advanced
- Arabic - Fluent