

# BOUMANJEL ISAME



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AIT MELLOUL AGADIR / MOROCCO



02 - 08 - 1999

## EDUCATION

-Bachelor's degree in Business  
Management--University campus - Ait  
Melloul / Ibn Zohr 2017 - 2020

-Baccalaureat degree in Physics--Al Fath High  
School -  
Agadir 2016-2017.

## LANGUAGES

- Arabic
- French
- English

## INTERESTS

- Community service
- Video editing
- Digital Marketing
- E-commerce
- social media management
- Programming
- Swimming
- Voice Over

## EXPERIENCES

### May 2024 - To date

#### Customer Service Representative at DAMANE CASH

- National and international money transfers (MoneyGram, Western Union, Ria, WorldRemit, Small World, MoneyTrans)
- Money exchange, AL ANSARI EXCHANGE...)
- Marketing of the company's products (accounts, insurance, applications...)
- Customer services
- Manage the agency
- Fraud detection and prevention
- Preparing financial reports and statements

### September 2023 - April 2024

#### Customer Service Representative at INWI

- Ensure excellent quality of service to customers
- Provide and promote all inwi products and services(Internet and phone Subscription, Wifi...)
- Animate customer-dedicated spaces
- Advise and inform customers about rates, products, procedures, etc.
- Approach customers through events or telemarketing
- Execute tasks assigned by the branch manager as part of their management
- Handle and ensure the satisfaction of all customer requests
- Record sales and collect fees

### June 2022 - September 2023

#### Customer Service Representative at WAFACASH

- National and international money transfers (MoneyGram, Western Union, Ria, WorldRemit, Small World, MoneyTrans)
- Money exchange
- Marketing of the company's products (accounts, insurance, applications...)
- Customer services
- Manage the agency
- Fraud detection and prevention
- Preparing financial reports and statements

### June 2021 - March 2022

#### Electronics store seller and manager.

## SKILLS

Customer service	<div><div></div></div> 88%
Microsoft Office (Excel/Word/PowerPoint)	<div><div></div></div> 100%
Communication	<div><div></div></div> 87%
Problem solving	<div><div></div></div> 85%
Teamwork	<div><div></div></div> 93%
Managing stress	<div><div></div></div> 85%