

Anouar El Hassrouf

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Visa Status: Cancelled



CAREER OBJECTIVE:

Looking for a challenging position believes in continuous learning developing and utilizing my interpersonal, spotting potential and talent management skills to achieve continuous growth with the organization.

Experienced in:

- Sales executives
- Customer Service
- Sales Management

PROFESSIONAL WORK EXPERIENCES:

Organization: H&M
Tenure : April 2014 – January 2016
Designation : Sales Executive
Responsibilities



- Key contact between the company and clients: Welcoming & introducing products.
- Up-selling & Gross-selling products and offering new items using solid arguments and convince.
- Establishing and developing relationships with clients to become regulars by evaluating their position for the company.
- Maintaining and hitting the required target in sales.
- Contributing in preparing reports, analysis and summarizing information.
- Maintaining professional and technical knowledge by attending workshops and sales training.

Organization : Eathos Investment, Dubai.
Tenure : Jan 2016–Jun 2019.
Designation : Team Leader / Supervisor
Responsibilities:



- Performing the role of Restaurant Manager and reporting to the General Manager and Head Office.
- Taking responsibility of the business performance of the restaurant.
- Analyzing and planning for high restaurant sales' levels of profitability.
- Preparing reports at the end of the shift/week, including staff control, food monitoring and daily sale reports.
- Responding to customer requires and complaints.
- Supervising Call Center issues:
 - Handling & solving customers' & service complaints
 - Keeping in touch with all platforms account managers in case of any issue face

Organization : Ibn Battuta Restaurant & rest area, Fes Morocco
Tenure : February 2013 – January 2014
Designation : Team Leader
Responsibilities:

- In charge of restaurant, coffee shop and kitchen.
- **Monitoring Sales, merchandise and reporting kitchen and coffee shop needs.**
- Supervising on staff.
- Organizing sophisticated atmosphere reservations for clients.
- **Responding to customers' complaints if any.**

ACADEMIC EDUCATION:

- **ITHT Diploma (Institute of Technology in Hospitality and Tourism), Fes Morocco 2013-2015.**
- **BA (Bachelor of Arts in English Studies), University of Dhar Mehraz, Fes Morocco 2009-2013.**
- **Baccalaureate in Life & Earth sciences, Sijilmasa high school Errachidia 2008– 2009.**

COMMUNICATION AND INTERPERSONAL SKILLS:

- Outstanding command over verbal and non-verbal communicative & interpersonal skills.
- Strong organizational, managerial, problem solving, interpersonal and negotiation skills.
- Flair to organize & prioritize tasks to meet deadlines.
- Having Sound Knowledge about Customers Relation Management.
- Fluent in **Arabic, English, French** Languages. Beginner in **Spanish**.

TRAININGS & WORKSHOPS:

- **PIC Certificate..**
- **Customer service Training** in “ Hotel Nozha”.
- **Sales Training** in “Acima Hypermarket”.

PERSONAL INFORMATION:

Date of Birth	:	March 20, 1990.
Religion	:	Islam
Status	:	Single
Nationality	:	Moroccan