

ROUFAIDA THABTI

ADDRESS: Qatar Foundation Building, Al-Sadd, Doha, Qatar
Roufaidat@yahoo.de
00974 665 10 170
GERMAN SINGLE



PERSONAL PROFILE:

A proactive, adaptive conscientious professional, self-motivated and hard working with excellent communication and time management skills. Personal attributes include being reliable, trustworthy, numerate and meticulous. Looking to utilize existing skills in a new challenging role. An innovative individual who works to an extremely high professional standard and thrives when working as part of a cohesive team. Dependable and reliable in supporting and enabling team effort producing excellent results.

Work experience:

**Present-
January 2014-
Position:**

IFA- International Fitness Alliance

Administration/Fitness Instructor/Personal Trainer

As Administration Part:

- Following up with new course/class participants
- Planning class schedules
- Updating Data base on regular basis
- Preparing invoices
- Keeping track on petty cash
- Printing and binding of class material such as Manuals for students

As Fitness Instructor:

- Certified Fitness Instructor
- Teaching the Fitness Instructor Course
- Making sure all gym equipment's are safe and ready for use
- Helping new gym member to get familiar with the gym
- Guideline for gym user
- Coach for Monkeynastix (Kids program for 8 weeks)

As Personal Trainer:

- Certified Personal Trainer
- Plan workouts for clients
- Write programs for clients

December 2012-

October 2013

Position:

49th Street Customs

Sales Associate

Customer Service:

Detailed knowledge about products and services
Answering questions about merchandise for the customers' level of expertise
Escorting customers to appropriate merchandise, no matter what department
Describe features and benefits of merchandise
Explain the steps needed to complete projects and the products needed
Assisting customers with special orders and installed sales
Acquire beginner product knowledge in adjacent departments
Acquire knowledge about cutting keys, ropes, blinds, carpet, wood, and mixing paint
When necessary, handle several customers at once
Follow up with customers via telephone when appropriate
Promote services offered at the Special Services Desk, Tool Rental, and Pro Desk
Knowledge of other HD companies and how to best recommend them

June 2011

Oktober 12:

Position:

Huawei Technologies Co. Ltd.

Call Center Manager

Interface for the VIP Migrations/Installations; responsible for scheduling the appointments
SPOC for FUTs Migrations (Friendly User Trial/Q-Tel staff)
Setting up the department for the Fiber Team in the Call Center from scratch
Providing full Training to staff / team leaders
Detailed knowledge about the installation & migration from Copper to the Fiber procedure
Detailed knowledge about the new IPTV 3.0
Detailed knowledge about CRM-System (Customer Relationship Management)
Detailed knowledge about CCM-System (Customer Care Management)
Interface for Customer complaints and Customer Care
Daily Reports/Monthly Reports
Attending weekly Meetings
Responsible for organizing, booking and coordinating the appointments between Call Center Agent, Technician Team and customer.

SEP 10-SEP 11**Golden Relation****Head of PR**

Creating and maintaining relations with the media
Creating proposals for new business
Liaising with Clients, seeking media opportunities
Staffing of events and interviews
Working with account planners to devise a campaign that meets the client's brief and budget
Presenting campaign ideas and costing to clients
Negotiating with clients, solving any problems and making sure deadlines are met
Checking and reporting on the campaign's progress
Organized, executed and managed large events such as:
The WWE Wrestle Mania Revenge Tour and League of Extraordinary Comedians, Comedy Shows
organized the Wise opening for Sheikha Moza
Participated in one of the biggest and successful Filipino comedy event with the big stars from the Philippines: K-Brosas, Vice Ganda, Rufa Mae Quinto.

APR 08- SEP 10**THE BODY SHOP****Sales & Management**

2 years of full operational management at one of the world's largest brands.
Creatively prepared ideas selling new products and how to bring the new arrivals to the customer. Gained big experience / knowledge in customer service and sales.
Chosen as representative to promote at exhibitions.

APR 08- APR 09**UNIVERSITY OF GOETTINGEN**

Managed talented groups of pupils. Successfully organized events preparation and assisted the Professor as a tutor.
Participated in every event that took place for a week leading, introducing and teaching the pupils in 4 different subjects (Arabic, German, History, Art)

MAR 06-MAR09**LIBRARY OF UNIVERSITY OF GOETTINGEN****Assistant**

Manage the planning, administrative and budgetary functions of library and information Services
Prepare reports related to library and information services, technology and media services, resources and activities
Worked for the KWZ Project in different libraries: Asia-Africa Library, Seminar for Romance Language and Philosophical Philology

MAR 06-MAR09**UNIVERSITY OF GOETTINGEN****Tutor for the Arabic language**

Preparing and delivering lessons to a range of classes including putting up displays in the classroom; the Organized classes of teaching the students how to read pronounce and write the Arabic language
Teaching the Arabic grammar to the students

Academic Studies**UNIVERSITY OF GOETTINGEN**

2004-2006 Sociology studies in Bremen University
2006-2010 Arabic/ Islamic studies, University Goettingen:
Islamic science, Quran science, Islamic history, Arabic Language, Translation

School Education

1990-1997 Elementary School, Wolfsburg, Germany
1997-2004 High School, Wolfsburg, Germany
2004 International baccalaureat (Abitur)

Languages: Arabic (native language), German (native language), English (very good), French
(Basic) Italian (Basic)

Hobbies: Music, Fashion, Travel, Modeling ,Part-Time Make up Artist, Reading