



SOUHAIR HOUSNI

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Skills

Hard worker

Team building

Problem Solving

Decision making

Dedicated to work

Planning & Organisation

Client-focused

Time management

Interests

Fitness

Travelling

Dance

Languages

Arabic

English

French

Spanish

❖ Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization that recognises the value of hard work and trusts me with responsibilities and challenge. A technical support representative, with five years of experience in both back-office operations and customer relations. In my previous role at Foundever, I handled customer requests via email, chat or call. I consistently achieved the highest resolution rate and received high customer satisfaction scores.

💼 Experience

●	Foundever (Sitel) Customer Service representative Help customers to resolve their printing challenges quickly and efficiently	2019 - 2024
●	El Majdouli Tour Agency Receptionist Make reservations via phone or emails	Feb 2019 - Mar 2019
●	Sinbad Voyage Reservation Agent Book flight tickets through Amadeus system	Oct 2018 - Nov 2018

❖ Education

●	OFPPT Hay Salam Tourism Management	2017 - 2019
●	University Mohammed V English Studies	2013 - 2015
●	High school Abd Rahim Bouabid Bachelor Degree	2010 - 2011