



SOUHAIR HOUSNI

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📍 76 Sudell Road Darwen BB3 3HW

🦋 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 pervious role at Foundever, I handled customer requests via email, chat or call. I consistently achieved the highest resolution rate and recieved high customer satisfaction scores

📁 Experience

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

🎓 Education

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