



# YASSINE NAIMI

Customer Service & Sales Professional

## WHO AM I?

Bilingual (French/English/Arabic) customer service and sales professional with 1+ year of experience in high-volume call centers and sales environments. Proven track record of exceeding sales targets, resolving customer issues efficiently, and maintaining high customer satisfaction scores. Seeking to leverage multilingual abilities and strong communication skills in a call center or sales center role.

## WORK HISTORY

### Team Supervisor

CHARTWELL HOME CARE

Ottawa, ON • May 2024 – April 2025

- Oversee daily operations and supervise support staff ensuring health and safety compliance
- Coordinate schedules, assign responsibilities, and conduct quality assurance reviews
- Facilitate communication between families, residents, and team for consistent care delivery

### Customer Service Representative

MAJOREL (FORMERLY ARVATO)

Rabat, Morocco • June 2021 – February 2022

- Handled 70–90 inbound calls daily for French energy provider (Total Energies)
- Maintained customer satisfaction score (CSAT) of 92% and first-call resolution rate of 88%
- Identified upselling opportunities generating €3,500/month in additional revenue
- Resolved escalated complaints professionally, reducing churn rate by 12%

### Sales Advisor – Outbound

INTELCIA GROUP

Casablanca, Morocco • March 2019 – August 2020

- Conducted 80–120 outbound calls daily for French telecom clients (Orange, SFR)
- Exceeded monthly sales targets by 115–130%, ranking in top 10% of team
- Improved closing rate from 18% to 27% through coaching and feedback

## CONTACT

EMAIL: yassinenaïmi343@gmail.com

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LOCATION: Ottawa, ON

## EDUCATION

### Collège Universel

AEC - Finance & Insurance

Financial services, insurance products, client management

Jan 2024 - Mar 2025 • Gatineau, QC

### FSJESM

Bachelor's - Private Law

Civil, business, and contract law

Oct 2018 - Jul 2021 • Morocco

## CERTIFICATIONS

- ✓ Salesforce CRM
- ✓ Insurance & Finance Adviser Certificate

## SKILLS

- ✓ Customer Service Excellence
- ✓ Outbound & Inbound Sales
- ✓ Consultative Selling
- ✓ Team Leadership
- ✓ Quality Assurance

## LANGUAGES

English - Advanced (C2)

French - Fluent (C1)

Arabic - Native