

HEMIMAR Othmane



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AV Fatima Al Fihria, Hay Oudfes, Fès,
Morocco

in OTHMANE HEMIMAR



EDUCATION

**SPECIALIZED BACHELOR'S DEGREE IN
MARKETING AND SALES**, *National
School of Commerce and Management*
2021 – 2022 | Kenitra, Morocco

BACHELOR'S DEGREE IN PSYCHOLOGY,
Mohamed Ben Abdellah University
2019 – 2022 | Fès, Morocco

**SPECIALIZED TECHNICIAN DIPLOMA IN
COMMERCE**, *Specialized Institute of
Applied Technology Al Adarissa*
2018 – 2020 | Fès, Morocco

LITERARY BACCALAUREATE,
Al Adarissa High School
2018 – 2019 | Fès, Morocco

**TECHNICIAN DIPLOMA IN SALES
AGENT**, *Specialized Institute of Applied
Technology Al Adarissa*
2016 – 2018 | Fès, Morocco



PROFESSIONAL EXPERIENCE

CNEXIA, *Helpdesk Agent*

05/2024 – present | Fès, Morocco

- Answer incoming calls from customers
- Provide step-by-step troubleshooting assistance
- Guide customers through technical solutions
- Assist customers with internet, landline, TV, and email problems
- Escalate complex problems to higher-level support teams
- Ensure a high level of customer satisfaction

CONCENTRIX, *Client Service Representative*

01/2024 – 04/2024 | Fès, Morocco

- Answering incoming calls and chat messages
- Handling customer complaints and resolving issues
- Recommending additional services, upgrades, or bundle packages based on customer needs
- Providing basic troubleshooting for technical issues
- Assisting customers with billing inquiries and payment issues

COLICOLI, *Client Service Representative*

07/2023 – 12/2023 | Fès, Morocco

- Answering incoming calls and chat messages
- Orders processing
- Handling customer complaints and resolving issues
- Escalate complex problems to higher-level support teams
- Managing and updating customer's databases
- Collecting and reporting customer's feedback

NGBS, *Sales Representative*

02/2022 – 08/2022 | Fès, Morocco

- Managing client portfolios
- Participating in sales action plans
- Telephone prospecting & appointment scheduling
- Welcoming customers & managing sales
- Email marketing
- Client follow-up and providing necessary changing based on their needs

GLOBAL ENGINES HYUNDAI, *Customer Service Intern*

02/2020 – 03/2020 | Fès, Morocco

- Welcoming customers
- Customer reception & document processing
- Monitoring the sales process & participating in showroom activities
- Monitoring the upstream and downstream sales process



LANGUAGES

Arabic	● ● ● ● ●
English	● ● ● ● ●
French	● ● ● ● ●



HOBBIES

- TRAVELING
- READING
- BASKETBALL

ACIMA FÈS ESSALAM, *Worker Intern*

03/2018 – 04/2018 | Fès, Morocco

- Customer service & product placement
- Administrative management
- inventory reception
- Customer orientation
- Product marking



PROFESSIONAL SKILLS

Microsoft Office 365	● ● ● ● ●
CRM Systems	● ● ● ● ●
Power BI	● ● ● ● ●
SQL	● ● ● ● ●