



FATIMA EZZAHRAE ELKATARI

Customer Service/Receptionist/Admin

ABOUT ME

A dedicated customer service professional with three years of hands-on experience in delivering exceptional service and support. Within my experience I have dealt with numerous enquiries and managed complaints within a fast paced environment.

SKILLS

General accounting
Sales
Financial analysis
Taxation
Team player
Customer Service
Microsoft Office /Excel
Sage 100
Time Management
Computer skills
Positivity
Organizational skills
Building customer loyalty
Product knowledge

CONTACT ME



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Dubai Hills Estate

LANGUAGE

Native Arabic
Fluent French
Fluent English



EDUCATION

UNIVERSITY MOHAMMED 5- AGDAL, RABAT
BA (Hons): Business Administration and
Management (2017-21)

BENZAKRI- TIFLET HIGH SCHOOL
Baccalaureate in Experimental sciences -
Physics (2016-17S)

RED CRESCENT TRAINING CENTER
First Aid Training (2018)



WORK EXPERIENCE

**CUSTOMER SERVICE ADMINISTRATOR |
IDROLICA, MOROCCO | 2021- 2024**

- Handle incoming calls and transfer them to the appropriate department.
- Monitor supplier performance criteria (delivery times, quality levels)
- Qualitatively and quantitatively control the goods received.
- Negotiate alternative solutions with suppliers in the event of a malfunction of products.
- Track sales and forecasts to ensure product availability and supervise order preparation.
- Collaborate with project managers and contractors, to ensure client requirements and expectations are met.
- Assist in scheduling appointments, site visits, and inspections, coordinating between clients and the project team.
- Collect and analyze client feedback to identify areas for service improvement and contribute to the development of better practices and processes.