

Ibtissam Nouadri

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Profile Summary

Adaptable and results-driven professional with over 8 years of experience in customer service, operations coordination, event planning, and administrative roles. Known for strong communication, conflict resolution, and leadership skills. A fast learner with a proven ability to embrace new roles and deliver exceptional results under pressure. Leverages a background in psychology and behavioral therapy to effectively manage workplace dynamics, solve conflicts, and regulate emotions in high-pressure situations. Proficient in Microsoft Office, Canva, and OpenAI tools.

Key Skills

- Communication and Interpersonal Skills
- Conflict Resolution and Negotiation
- Leadership and Team Mentorship
- Problem-Solving and Decision-Making
- Emotional Regulation and Stress Management
- Event Coordination and Planning
- Digital Marketing Strategies
- Tools: Microsoft Office Suite (Excel, Word, Outlook), Canva, OpenAI (Prompt Optimization)

Key Achievements

- Increased customer satisfaction by over 20% through personalized service strategies.
- Digitized pharmacy manual records, reducing administrative workload by 30%.
- Mentored and trained 10+ team members, improving team efficiency by 15%.
- Planned and executed 5+ high-profile events, increasing inquiries by 40% through effective digital marketing.

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- Successfully reduced response times by 20% in operations coordination by optimizing workflows.

Work Experience

Customer Service Agent | Phone Group (SFR Telephonic Operator) | 2 Years

- Managed an average of 50+ calls and chats daily, assisting customers with inquiries such as online
- Achieved a 95%+ customer satisfaction rating through effective problem-solving and proactive comm
- Successfully resolved escalated complaints, negotiating with unsatisfied customers to restore confid

Customer Service Agent & Mentor | Market Wave Agency | 2 Years

- Provided chat-based technical support, helping clients identify product specifications and complete p
- Promoted to team mentor for outstanding performance in sales generation and client satisfaction.
- Trained and guided 10+ team members, reducing resolution times and improving quality scores.

Pharmacy Assistant | Hassan 2 Pharmacy | 2 Years

- Welcomed customers, verified prescriptions, and ensured medication compliance and safety (expira
- Digitized administrative systems: transitioned manual patient records into an organized computer da

Event Planner | Papillon Event, Saudi Arabia | 5 Months

- Coordinated event planning from customer consultations to execution, ensuring budgets and quality

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- Handled social media campaigns and content creation using Canva, increasing event visibility and engagement.
- Managed teams, vendors, and suppliers to deliver personalized client experiences.

Operations Coordinator | International Suppliers Union Company (ISUCO), Saudi Arabia | 4 Months

- Facilitated operations by responding to emails, attending conflict-resolution meetings, and streamlining processes.
- Prepared pricing offers for clients and sourced competitive supplier quotations to support strategic business growth.
- Reduced response times by 20% through improved coordination and documentation processes.

Certifications

- Digital Marketing Certificate - Google Digital Garage (2023): Developed expertise in digital marketing strategies.
- Prompt Engineering Certificate - OpenAI Workshops (2023)
- Data Entry Certificate
- Psychology and Psychoanalysis Diploma
- Dialectical Behavioral Therapy Diploma
- Hypnotherapy Diploma
- Currently studying: Neuro-Linguistic Programming (NLP)

Education

- High School Diploma in Accounting | 2006
- University Studies - University of Quadi Ayyad Marrakech (2 Years, Techniques of Accounting, non-completed)

Languages

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- Arabic: Excellent
- English: Very Good
- French: Very Good
- Spanish: Beginner

Career Goals

To leverage my diverse experience in customer service, operations coordination, and leadership to drive organizational success. I aim to utilize my background in psychology, psychoanalysis, and behavioral therapy to foster a collaborative and emotionally intelligent workplace, solving conflicts effectively and achieving operational excellence. Additionally, I seek to apply my digital marketing expertise to enhance brand visibility, drive engagement, and increase business growth through innovative strategies.