Mouncef EL ASRI

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| **EXPERIENCE** |  |

June 2021 – Transport coordinator at Hegelmann - Kaunas

October 2021 English-French-Russian

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| 2012 – Present  March 2020 –  December 2020  May2018 - November 2018    September 2016 – September 2017  September 2012 - September 2016 | Freelancer: Upwork, Skyeng Freelancehunt, skype etc. Personal English/French teacher.  Online and offline freelance translator.  French customer advisor at Softum  Kiev.  Customer advisor for an online pharmaceutical store,Zaporizhia,Ukraine  Helping English and French speaking customers from all EU countries to make orders, track their parcels and replying to their questions related to different products via phone calls, live chat sessions and emails.  Customer support representative at SITEL Rabat, Morocco.  Responding to customers' requests, questions, reports and claims regarding a product or a service purchased through our websites[www.Groupon.ae](http://www.groupon.ae) / [www.groupon.fr](http://www.groupon.fr) / [www.Groupon.ca](http://www.groupon.ca) / [www.Groupon.be](http://www.groupon.be)(UAE,  Canada, France and Belgium).  Guaranteeing customers' satisfaction by assisting them through the different website operations and responding to their different requests through phone, live chat and email channels.  Elaborating quick solutions to customers.  Morocco  My parents were providing financial help to me and I had several unofficial jobs as a waiter, laborer, gardener, plumber and shop assistant. |

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| **EDUCATION**  October 2018-february 2020  2017 - 2018    2014 - 2016            2012 - 2014 | ZNU Master’s degree in English and French philology.  Zaporizhia Technical Engineering Academy  Preparatory Language Course Diploma  Mohammed V university    Rabat , Morocco  B.A. in linguistics  Mohammed V university, Rabat , Morocco  Associate Degree of Arts in English Studies |  |
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| **SKILLS** | * Fluent in English, French, Russian and Arabic. * An outgoing personality with outstanding cultural flexibility and interpersonal skills. * Punctual and Disciplined. |