

Aziza LOUHA

Khouribga, Morocco

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Date of birth: February 10, 1990

Driver's license: Category B

Languages: Arabic (native), French (fluent), English (upper-intermediate)



Professional Objective

Versatile professional with experience in customer service, secretarial work, reception, and basic mechanics. Motivated to work in Canada, able to communicate in French and English. International experience and skills in administration, customer service, and mechanics.

Professional Experience

-Customer Service Representative (Canadian Market)
Call Center, Morocco | 2024

Provided telephone assistance to Canadian clients.

Managed requests and resolved customer issues.

Maintained customer satisfaction by adhering to quality standards.

-Receptionist and Marketing engineer
Industrial Company, Saudi Arabia | 2022 – 2023

Welcomed visitors and handled phone calls.

Provided administrative support and organized meetings.

Managed correspondence and document follow-up.

-Professional Certificate in Hospitality
2021 – 2022

-Training in customer service and hotel management.

-Teacher and Assistant in Private Schools
Khouribga, Morocco | 2016 – 2019

Taught and supervised students at various levels.

Supported school activities and organized educational events.

-Various Internships and Trainings (2012 – 2017)

Mechanical maintenance and machining operations (lathe, fitting).

Administration, document management, and secretarial work in several public and private institutions.

Experience in water analysis and logistics.

Education

Professional Qualification – General Mechanical Skills

Professional Qualification Center (CQP/OFPPT), Khouribga | 2014 – 2015

Specialized Technician Diploma in Executive Secretariat

Institute of Management and IT (ISGI/OFPPT), Khouribga | 2011 – 2012

High School Diploma in Physical Sciences and Chemistry

Imam Ali High School, Khouribga | 2008 – 2009

Skills

Bilingual customer service (French-English)

Secretarial work, administrative management, organization

Light mechanical maintenance (machining, fitting)

Office tools: Microsoft Word, Excel, PowerPoint, Sage software

Oral and written communication

Teamwork, adaptability

Languages

Arabic: Native

French: Fluent (certificates and professional experience)

English: Upper-intermediate (certificate and practice)

Interests

Painting, music, travel, Internet

Volunteer Engagement

Volunteering in school and environmental associations