

Ayoub Issgane

CUSTOMER SERVICE REPRESENTATIVE

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EXPERIENCE

April 2024 – April 2025

Telesales agent (French speaker), *Pulse Horizon LLC*

- Call around 300 customer daily and convince them to purchase our products (cold leads)
- Develop a comprehensive understanding forex products, staying informed about market trends and industry developments.
- Clearly communicate product features, benefits, and risk factors to potential clients, Addressing any inquiries or concerns they may have.
- Build and maintain strong relationships with clients, providing ongoing support and guidance to enhance their trading experience.
- Collaborate with other departments to ensure seamless on boarding and support processes For clients
- Achieve Daily sales Targets

January 2023 – March 2024

Telesales agent (Arabic and English Speaker), *Abc dynamics Consultancy Ltd*

- Proactively contact potential clients through outbound calls to introduce and explain our Binary options and forex trading services.
- Utilize effective sales techniques to convert leads into active traders, meeting and Exceeding monthly acquisition targets.
- Develop a comprehensive understanding forex products, staying informed about market trends and industry developments.
- Clearly communicate product features, benefits, and risk factors to potential clients, Addressing any inquiries or concerns they may have.
- Build and maintain strong relationships with clients, providing ongoing support and guidance to enhance their trading experience.
- Collaborate with other departments to ensure seamless on boarding and support processes For clients

August 2019 – December 2022

Chief Teller , Cashplus

- Assist branch manager on daily branch Operations Supervise tellers by balancing and auditing the cash
- drawer according to the policy Searching for the cause of shortage or excess if a teller isn't balance

- Deposit extra cash to our company account through transgard
- Prepare end of the day report and cash Reconciliation
- Give training courses to new tellers by introducing all our services and give them a strong knowledge about
- AML and central bank regulations

August 2017 – September 2019

Teller , *Wafacash*

- Answering enquiries regarding foreign exchange regulations
- Resolve customer complaints
- Identify suspicious activities and filling suspicious transaction reporting (STR)

EDUCATION

Sep 2011 - 2016

Bachelor degree , Electrical Engineer , International University of Agadir

Sep 2006 – July 2010

High school Degree , Physic science , Hay El Kacem

LANGUAGES

Arabic : Mother tongue

French : Expert

English : Fluent

German : Level A2

SKILLS

Customer satisfaction

Organization

Ability to work under pressure

Problem-solving

Communication

cash handling