

# Kamar AROUS

I am Clerical expertise, problem solving and attention to detail. These are few of many attributes that I have developed working in management as a Process manager analyst in International IT companies within 6 years. I would be able to deliver exceptional support to your office, also with my Master in International Marketing I gained an advanced marketing and public relations strategies.



## Experience

10/2019 to 04/2020

### Process Management Analyst - ECONOCOM Rabat

- Ensuring processes and policies are being adhered to and standards are being met.
- Ensuring a good SLA treatment to every single logged ticket.
- Responding to the Incident Analysts regarding escalation issues in a timely and appropriate fashion.
- Managing major incidents by handling crisis calls.
- Carries out the Process Manager responsibilities for the Incident

11/2015 to 09/2019

### Account Process Manager - DXC TECHNOLOGY Rabat

- Estimate of the business impact that can be generated following an incident.
- Ensure continuous improvement of performance indicators compared to those defined in SLAs.
- Ensure periodic monitoring of the activity and workarounds.
- Implementation of escalation rules.

12/2014 to 11/2015

### Agent Reservation Accor Hotels – DXC TECHNOLOGY Rabat

- Help customers to plan out their stay and process the payment.
- Providing customer service support if there is a problem with payment confirmation.
- Keeping accurate records about customer bookings and payments.

## Education

**2021:** Master in International Marketing at **Schellhammer Business School** (in progress).

**2020:** Bachelor in Marketing and Communication at **IMBT** Rabat.

**2010:** Baccalaureate in Sciences.

## Skills

- Results-oriented
- Excellent communication
- Effective marketing
- Operability and commitment
- Ability to motivate staff and maintain good relations
- Resistance to stress
- Good manners

## Languages

- English : Fluent
- French : Fluent
- Arabic : Fluent
- Spanish: beginner

## Certifications

- ITIL V4 foundation

