

Mourad AIT AMER

Receptionist /multilingual client case manager

Besserer Street
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mouradaitamer@gmail.com

SUMMARY OF QUALIFICATIONS

- 14 years' experience in government administration client service, clerical and office procedures
- Excellent communication with customer focus and meticulous attention to detail
- Experience assessing client needs to provide appropriate service with cross-cultural attention
- Active experience at a community centre, with newcomers reception, assistance and support
- Ability to work with policies and legislation, directly with client, maintain clarity and workflow
- Demonstrated ability to work effectively as part of a team in a culturally diverse environment
- Good learning capability, redaction experience, reviewing documents' accuracy expertise
- Multilingual, English and French, native Arabic, Kabyle and Berber
- Highly proficient computer skills, database management SQL/GIS, and Microsoft Suite
- Good interpersonal skills, client relationship builder, with professional approach and appearance
- Ability to work under pressure, with a sense of organization, prioritization and multitasking
- Collaborative, team player, problem solver, with senses of ethic, confidentiality and discretion

WORK EXPERIENCE

Engineering case manager

2012-2023

National Mining Agency, Ministry of Energy and Mining - Algiers - ALGERIA

- Welcomed and oriented guests, counselled clients with articulating company objectives and goals effectively.
- Aided customers, and handled their concerns in compliance with company protocols, ensuring high levels of satisfaction and retention.
- Collected and organized customer feedback and data to generate comprehensive final reports, contributing to informed decision-making and strategic planning processes.
- Managed telephone and electronic inquiries, efficiently routing calls and messages to appropriate personnel.
- Maintained optimal levels of response to daily inquiries and complaints, seamlessly.
- Ensured the smooth functioning of the office environment by executing clerical duties and proactively resolving potential obstacles.
- Provided supervision and guidance to junior staff, overseeing their day-to-day responsibilities and fostering a productive work environment.
- Proficiently prepared, processed, edited, and proofread various documents including correspondences, presentations, brochures, publications, and reports, ensuring accuracy and confidentiality.
- Administered a streamlined front desk, handling phone calls, emails, and deliveries with precision and professionalism,
- Conducted company searches at the Registrar of Companies, demonstrating a commitment to regulatory compliance and due diligence.

Research studies manager

2004-2007

CGS - Housing Applied Research Centre -Algiers - ALGERIA

- Conducted investigative researches to open new client files, gathering pertinent information to initiate regulatory proceedings efficiently, and proactively resolving obstacles
- Researched and entered customers informational details into database management systems, ensuring the smooth functioning of the office environment
- Managed client communications by promptly responding to calls and emails, and efficiently scheduling appointments to maintain client satisfaction and smooth workflow
- Participated in the preparation and enrichment of informational seminars and workshops throughout the country area up to desertic borders communities
- Displayed data in a functional format using MS Office processing software to prepare documents, with data entry and reporting skills

VOLUNTEERING

○ Volunteering as a multilingual receptionist


2024

OCISO (Ottawa Community Immigrant Services Organization) – Ottawa – ONTARIO 

- Administered a streamlined front desk, handling phone calls, clients appointments and forms with precision and professionalism, gathering pertinent information to initiate proceedings, ensuring sensitive information remains confidential
- Data collection, entered customers informational details into database and ensured the smooth functioning of the office environment by proactively addressing problems

○ Volunteering as a multilingual donors receptionist

2024

Society of Saint Vincent de Paul Store – Ottawa – ONTARIO 

EDUCATION & TRAINING

○ Master in Industrial Mutation and Sustainable Development, Economic and Social Management

2010

CESTEMIN- ECOLE NATIONALE SUPERIEURE DES MINES /Nancy, FRANCE

○ DULASP University Degree in English Language

2009

Lorraine University/Nancy, FRANCE

○ Master in Resources Management (+WES Canadian Credential)

2008

HENRI POINCARE University/Nancy, FRANCE

○ Master degree in applied sciences

2003

USTHB University/ Algiers, ALGERIA

LANGUAGES

○ Arabic & Berber: Native

○ French: DELF C1+DALF C2 & TEF CANADA: 10-12 NCLB

2023

○ English: IELTS 7 CLB

2023

ESL - English as a Second Language Certificate CLB 7-8 from GELA Brantford, Ontario

2024

OTHER CERTIFICATES

○ CANADIAN RED CROSS First Aid & CPR certification from Heart2Heart /Ottawa, Ontario

2024

○ Customer Service Standard Module Certificate - Integrated Accessibility Standards Regulations

○ Working together : Accessibility for Ontarians with disabilities Act (AODA) & Human Right Code

○ IBM Artificial Intelligence Fundamentals digital credential

○ COVID19 fully vaccinated certificate