

# FENSIS Mohamed



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📍 Guelmim, Morocco

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## OBJECTIVE

Motivated and versatile professional with experience in graphic design, e-commerce, and customer service. Skilled in creating and marketing 2D/3D designs for global online platforms, managing store operations, and delivering exceptional hospitality. Seeking to contribute creativity, organization, and client-focused solutions to a dynamic team..

## LANGUAGES

- English: fluent
- French: beginner level
- Arabic: native speaker

## HOBBIES

- Hiking
- Swimming
- Going to the theatre

## WORK EXPERIENCE

Graphic designer - Ebay, Amazon, Etsy | Agadir  
2018 - 2021

- Create 2D designs and manage their sales in my stores on other global platforms using Adobe programs. Distribute and manage ads.
- Contact customers and respond to their requests.

Service ET Restauration - Guest House NOMADES | Guelmim  
2021 – 2022

- Guest hospitality
- Assistance with baggage transport
- Preparation of available rooms
- Taking and submitting meal orders
- Answering guest questions and providing compatible suggestions

Owner – Print-on-Demand Business (2D & 3D) | Agadir  
2022 – 2025

- Created and optimized 2D and 3D designs for global marketplaces including eBay, Amazon, and Etsy using Adobe Creative Suite.
- Managed online stores, product listings, and advertising campaigns to increase visibility and sales.
- Provided customer support by handling inquiries, custom requests, and order issues to ensure satisfaction.

## EDUCATION

Bachelor Degree - Life and Earth Sciences SVT high school, TATA  
2010-2013

Bac +2 - Organic Chemistry Ibno Zohr University, AGADIR  
2014 – 2017

## SKILLS

- **Graphic Design:** Adobe Photoshop, Illustrator, and other Adobe Creative Suite tools
- **Customer Service:** Handling inquiries, custom orders, and issue resolution with professionalism
- **Hospitality:** Guest relations, room preparation, and personalized recommendations
- **Organization & Time Management:** Coordinating multiple projects and meeting deadlines
- **Communication:** Clear and effective interaction with customers, suppliers, and team members