

# AWA DIOUF

## MULTILINGUAL CUSTOMER SERVICE & TOURISM SPECIALIST

Results-driven customer service professional with established record of building client relationships, health/wellness training, technical support, troubleshooting, leadership & collaboration in a customer-facing role.



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## EDUCATION

### Institute of Audio Research

(2008 to 2010)

Audio Engineering and Post Production in Audio Engineering  
New York, NY

### Faculty of Arts, Letters, Languages and Human Science

(2003 to 2007)

Bachelor of Arts in Computer Science  
Aix-en-Provence (13)

## CERTIFICATIONS

### Completion Process Practitioner

April 2019 to Present

### Kukuwa Certified Instructor

- Kukuwa Dance Fitness  
September 2020 to Present

## SKILLS

- Multilingual – French & English
- Leadership & Collaboration
- Technical Support
- Equipment Troubleshooting
- Customer-Facing Support
- Strong Leadership Skills
- Utilization of Available Tools & Software
- Cross-Organizational Collaboration
- Exceptional Time Management Skills
- Results & Goal Oriented
- Problem-Solving Ability
- Process Development
- Employee Training
- Analytical Reasoning
- Excellent Presentation Skills

## EXPERIENCE

### AVRA MIAMI – HOSTESS

– SUNNY ISLES BEACH, FL

April 2023 to Present

- Welcomed and assisted guests in both French and English, ensuring a positive first impression and maintaining a high level of customer satisfaction.
- Efficiently managed phone reservations, providing a seamless booking experience for guests.
- Skillfully handled guest inquiries, demonstrating strong communication and interpersonal skills.
- Coordinated with the restaurant staff to optimize table turnover, contributing to a smooth dining service.
- Collaborated with a large team, ensuring effective coordination to deliver a pleasant dining experience for guests.

### FIELD SPECIALIST – PELOTON

– MIAMI GARDENS, FL

October 2018 to April 2023

- Use strong interpersonal & customer service skills to conduct customer-facing technical support & product orientation in client homes.
- Operated in pivotal capacity to the company by managing the day-to-day service of numerous client accounts to facilitate in-home repairs, maintenance & ensure clients are satisfied with their products.
- Utilize strong presentation skills & bilingual ability to excite and educate new members by providing a comprehensive orientation on Peloton's bike and tablet in French and/or English.
- Manage delivery routes with Peloton systems and maintain constant communication with the member prior to delivery.
- Responsible for installing, troubleshooting & fixing Peloton hardware issues in the client's home.

### BILINGUAL PRODUCT/SERVICE TECHNICIAN – ONKYO/PIONEER INC.

– UPPER SADDLE RIVER, NJ

July 2015 to Oct 2018

- Responsible for providing extensive technical support to multicultural customers and providing helpful resolutions for their issues.
- Communicate complex technical in-home surround sound audio system troubleshooting directions, including network streaming, hardware fixes and more.
- Utilize my communication & leadership skills to train organizational teams and facilitate coaching, collaboration, customer service and technical support techniques.

### TEACHER'S ASSISTANT – THE FRENCH AMERICAN ACADEMY

– ENGLEWOOD, NJ

January 2013 to July 2015

- Developed strong relationships with my students through tutoring and independent teaching in small groups to master assignments and reinforce learning concepts presented by teachers.
- Planned and implemented learning experiences, utilizing bi-lingual abilities to evolve the intellectual, emotional, social, and physical development of children within a safe and healthy learning environment.
- Satisfy student's needs, both physically and psychologically, and learn to socialize and report to teachers about behavioral issues.

### CUSTOMER SALES REPRESENTATIVE – HERTZ

– MARSEILLE, FRANCE

December 2011 to December 2012

- Used distinguished French language fluency skills to communicate with customers and achieve individual sales and customer service goals in monthly company rankings to expand business opportunities.
- Marketed services to meet customer needs such as vehicle upgrades, insurance, and pick-up services.
- Provide customer-facing support with directions, maps and local area tourism activities.