|  |  |
| --- | --- |
| **BOUKHCHACH** **BOUKHCHACH.337530@2freemail.com****Call Center ,Sales & Customer Service Professional** | **1** |
| PROFILE SUMMARY |  |  | **STRENGTHS*** 7+ years of work experience
* Diversified industry exposure
* Excellent skills in sales / front office / customer service
* Cash management ability
* Stock merchandising skills
* Perform under work pressure
* Consistent sales achievements
 |
|  |  |  |
| Result-driven and Gulf experienced Sales professional offering outstanding skills in showroom sales, customer service and cash management. Noted in the present and past service record for understanding customer needs and achieving set sales and revenue targets successfully. Self-motivated dedicated team player who is willing to accept responsibilities and possess excellent communication, presentation, client convincing, follow up, negotiation and interpersonal skills. Keenly interested to work in any progressive organization to promote and sell their products or services. |   |

|  |  |  |  |
| --- | --- | --- | --- |
| ACHIEVEMENTS |  |  |  |
|  |  |  |
| * Achieved outstanding skills in dealing with customers and satisfying their requirements.
* Promoted in job responsibilities based on the performance demonstrated in attending to customers, dealing with suppliers and monitoring merchandise availability in the store.
* Gained experience in balancing cash and depositing the same to the bank.
 |

|  |  |  |  |
| --- | --- | --- | --- |
| EXPERIENCE SNAPSHOT |  |  |  |
|  |  |  |
| **Customer service From**  | **Apr 2006 To Oct 2008** |
|  road (la marne quartier) décret 44000 NANTES, (France) **Sales Advisor** |
| Maroc telecom Rabat, morocco **From** | **Apr 2008 To mar 2009** |
| **Call Center Agent From** | **Aug 2009 To Mar 2010** |
| Meditel Telecom,( Marrakech, morocco) |  |
| **secretary From** | **Aug 2011 To Jul 2012** |
| al Hamad Building cont.L.L.C ,(Ajman ,uae) |  |
| **Information Desk Agent- From** | **OCT 2012 To sep 2013** |
| Hilton Hotel – (Marrakech, morocco)**Sales and customer service** |  |

 Zero Phone (Ipohne, Samsung, Nokia…) all new Smartphone’s brand (Dubai,UAE) **From Nov 2013 To Oc 2014**

 **Secretary**

 Hamdan Transport Est. & General Contracting (Fujairah, UAE) **From 1 Jan 2016 until Now**

|  |  |  |  |
| --- | --- | --- | --- |
| AREAS OF EXPERTISE |  |  |  |
|  |  |  |
|  |
| **Sales*** Selling, merchandising and helping customers to select and buy right products.
* Organize attractive product displays and take part in store promotions activities.
* Take inventory of the goods, prepare invoices, and handle goods return / defective cases tactfully.
* Convince customers to buy right merchandise and sell to multicultural clientele.
* Develop client database. Follow up with repeat clients and present reports to management.
* Carry out competitor analysis and product review to identify the nonmoving stocks.
* Develop and keep sales records, follow up on orders and deliveries.
* Keep up-to-date with market trends and developments in the relevant industry.
 |
| **Customer Service*** Act as the first point of contact for customers on behalf of the organization.
* Accord the highest attention to customers and use customer service skills to heighten the sales opportunity of each customer contact. Keep records of customer interactions and transactions, record details of inquiries, complaints, and comments, as well as actions taken.
* Respond to customer inquiries and problems; ensure understanding and fulfillment of all customer needs.
* Contribute to establishment and development of the organization’s goodwill/ reputation.
* Possess excellent communication skills to deal with customers, employees, and management effectively.
 |

#####  **BOUKHCHACH**

|  |  |  |  |
| --- | --- | --- | --- |
| PROVEN JOB ROLE |  |  |  |
|  |  |  |
|  |
| **Sales Advisor -**maroc telecom * Performing sales activities and offering advice to the customers on selecting products as per their need.
* Using specialist product knowledge in explaining the product features to the customers.
* Receiving customers walking in to the shop and finding out their needs.
* Ensuring proper arrangements of merchandise on display to promote sales.
* Operating cash register, processing payments of various kinds, balancing accounts and making deposits.
* Coordinating delivery schedule of larger items; conducting stocking, replenishment and cleaning the area.
* Driving efforts towards achieving the set sales targets.
 |
| **Call Center Agent** – meditelcom* Managed effectively the inbound/outbound calls in a friendly and professional manner.
* Ensured proper routing of calls in all types of occasions.
* Built and maintained positive professional relationship with the customers.
* Delivered excellent customer service support to the customers as per the assigned account.
* Gathered feedback from the customers to identify the need for improvement.
* Prepared complete reports of call logs and integrated on the performance summary.
 |
| **secretary** –al hamad Building cont.L.L.C/ Hamdan Transport Est. & General Contracting Liaising with the Chair to plan meetings  Receiving agenda items from committee members  Circulating agendas and reports  Taking minutes (unless there is a minute’s secretary) and Filing minutes, reports. Compiling lists of names and addresses that are useful to the organization, including those of appropriate officials or officers of voluntary organizations and record of the activities and Keeping a diary of future activities. |
| **Information Desk Agent** – Hilton * Handled the information desk effectively and cross sell hotel products & services to the hotel residents.
* Stayed abreast of the hotel activities to answer the customer inquiries on the same.
 |

|  |  |  |  |
| --- | --- | --- | --- |
| INDUSTRIAL TRAININGS |  |  |  |
|  |  |  |
| * Worked as a Cashier With Marjane Hypermarket (RABAT) from October 2006 to June 2007.
* Received training at the information Desk of Kenzi Semiramis Hotel from June 2004 to September 2005.
 |

|  |  |  |  |
| --- | --- | --- | --- |
| EDUCATION |  |  |  |
|  |  |  |
|  **High School Diploma:2003-2004** |
| **Diploma in Computer & office : 2004-2005** |  |
| **University Diploma: 2004-2006** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IT SKILLS |  |  |  |
|  |  |  |
|  Proficient with MS Office Suite (Word & Excel), e-mail application, net surfing and web research |

|  |  |  |  |
| --- | --- | --- | --- |
| PERSONAL DETAILS |  |  |  |
|  |  |  |
|  |
| Nationality | : | Moroccan |
| Date of Birth | : | 23th February 1985 |
| Marital Status | : | Single |
| Driving License | : | Moroccan driving license |
| Languages | : | Arabic, English, French & Spanish |
| Reference | : | Available upon request |
| Visa Status  | :  | Employment |