***Mejdadi***

***Email:*** ***mejdadi.353623@2freemail.com***

***Career profile***

***To obtain a position in sales customer service where I can effectively utilize my talent, interest, knowledge & experience for the future growth and development and be a part of a team to achieve the company goals***

***Personal Data***

Name: Mejdadi

Date of Birth: 17/02/1988

Nationality: Morocco

Civil Status: Single

Languages: Arabic,French,Englich

***Experience***

 ***OXYGEN***  

 From feb 2013 Up TO 2015

***Sales man***

* Handling and coordinating the sales and service operations at the showroom
* Responsible for dealing and assisting customers
* Creating customer loyalty and strives to build relationships
* Assisting customers and help to choose better
* Launch new products models. Monitor product quality and availability

 ***Explosion*** 

***Sales assistant*** FromAugust 2012 Up To Jan 2013

* Fronting the sale promotion activities
* Handling and coordinating the sales and service operations at the showroom
* Responsible for dealing and assisting customers
* Assisting Customer need in most pleasant manner

 ***Kash kash*** 

 From March 2010 Up To Nov 2012

 ***Salesman***

* Assisting Customer need in most pleasant manner
* Displaying and arranging each item in appropriate place
* Checking of stocks regularly and make purchase proposal
* Assisting annual inventory
* Responsible in checking the invoice upon receiving the products
* Putting barcodes and checking the price tag
* Promoting products to customer in a delight way
* Approaching customers in pleasant manner
* Ensures that the cash on hand will be tallied in end-day report
* Follow manager guidelines.
* Attend meeting and training relevant to sales plan and product introduction

 ***adidas*** 

 ***Salesman*** From 2009 / 2010

* Fronting the sale promotion activities
* Handling and coordinating the sales and service operations at the showroom
* Responsible for dealing and assisting customers
* Creating customer loyalty and strives to build relationships.
* Launch new products models. Monitor product quality and availability.
* Presented to customers the newest fashion available.

 ***Maroc telecom*** 

***Customer Service*** 2007 / 2009 Morocco

* Experience in all aspects of customer service – dealing with enquiries over the phone and face to face
* Successfully promote positive customer care, helping as much as possible
* Language Skills – excellent communication skills with a friendly and professional manner
* Policy – Aware of Health & Safety policies
* Actively greeting customers and maintaining a level of conversation
* Prioritizing workloads as and when customers come in with different issues or problems, ensuring customers waiting receive and explanation and apology
* Multi-tasking – having to leave a customer waiting while the telephone is answered and dealing with this situation in a polite manner and stressing apologies
* Listening to and helping customers as much as possible to solve the problem they have discussed.
* Worked well as part of an enthusiastic team while using my own initiative when needed
* Listened to and learned from my Line Manager, not being afraid to ask if I was not sure of anything.
* Built up good working relationships with suppliers, customers and colleagues
* Unpacking and checking of all new deliveries to the department
* Win over customers.
* Make customers feel valued, welcomed and accepted.
* Treat each customer as if he or she was the most important person on the planet.
* Understand the mindset of a customer.
* Be patient with demanding customers.
* Relay information in a concise and clear manner.
* Remain calm, courteous and respectful at all times (even when customers are angry and argumentative).
* Quickly understand and interpret customers' needs and wants (even if this means having to read between the lines).
* Quickly research and investigate issues that concern a customer.
* Take ownership of your customer’s needs, and always see problems through until they are fully resolved.
* Learn about a company’s product or services quickly.
* Make a customer’s experience as enjoyable as possible
* Understanding the customer's point of view

***Education***

* Graduate of secondary Education
* Diploma of libraries

***Qualification***

* Attending many customer service programs , customer service excellence , passion for fashion , Passion for discovery the latest fashion
* Microsoft office ( Access , Excel , PowerPoint , Word )
* Fluent at English, French & Arabic.

***Personal Objectives***

* Aiming to join a multinational company that appreciates such talents in order to develop both the interests of the company and my career on one hand, adding the required values to the general performance of the company on the other hand.

***References***

Reference will be furnished upon request ….