

COVER LETTER



DATE:

03/03/2018



TO:



HR Manager

At ………….



FROM:

Djallel Lameche

Sr. Marketing & Customer Service Rep

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| --- | --- | --- |
| djallel | C/o 971505891826 |  |
|  |  |
|  | Djallel.378104@2freemail.com  |  |
|  |  |  |
|  |  |
|  |  |
|  | Dubai, UAE |  |
| Senior Marketing & Customer Service |  |  |
| Representative |  |  |



Dear Sir's / Madam’s,

I was a senior Customer Service representative at Ooredoo. Currently, I am interested in interviewing for a job as a Sales or Marketing representative for your company. In fact, I believe that my experience and education background has the ideal multi-cultural in which to pursue my goal of becoming an innovative and responsible marketer and contributing to the Company’s outstanding record.

Academically, my extensive MBA education in marketing management at Farhat Abbas University has allowed me to gain an understanding and appreciation for the vacancy as a marketing specialist. Moreover, I have studied International trade and marketing as a bachelor's degree, including Marketing plan development, as a part of my recent education, I have been working with brand agency to Understand brand and Media management, and to gain retail marketing as plus also, targeting specific segment of customers to improve communication channels with them.

My rewarding experience working for a leading telecommunication company sharpened my desire to continue in this field and helped me develop the tools and skills. However, it is my pleasure to be a part of a great team where it is needed to be an effective Marketing Specialist, especially after understanding and closely monitoring the tele-communication industry or environment over GCC. I have also been able to spend time working for QBE, specifically as a Business Development Executive, which has further strengthened my interest in generating and developing business that allowed me to be responsible for creating and managing accounts that referral to big projects and to handle them carefully on strategically manners.

I firmly believe that I will be a good fit for your company innovative environment.

Thank you for your time and consideration.

Sincerely,



JOB EXPERIENCES

SENIOR

CUSTOMER

SERVICE

REPRSETATIVE

Feb 2013 – Sep 2015

BUSINESS DEVELOPMENT EXECUTIVE

Feb 2012 - Feb 2013

MARKETING & SALES AGENT

Sep 2009 – Jan 2010



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OOREDOO GROUP - QATAR

* Determines market requirements by working closely with customers;
* Answers inquiries by clarifying desired information; researching, locating and providing information;
* Resolves problems by eliminating issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems;
* Sells additional services by recognizing opportunities to up-sell accounts; explaining new features;
* Updates job knowledge by participating in educational opportunities;
* Enhances organization reputation by accepting ownership for accomplishing new and different requests.

QATAR BOOM ENGENIERING - QATAR

* Identifying, researching and targeting new business prospects;
* Managing and maintaining databases of potential clients;
* Developing strong working relationships with prospective new clients;
* Producing monthly pipeline reports for management purposes.

ENIE – SETIF ALGERIA

* Administered to source, select, screen, and mobilize talent adhering clients need;
* Developed and maintained strong and positive relationships with clients;
* Demonstrated solid experience with and knowledge of marketing;
* Delivered consistently outstanding customer service.

EDUCATION

MASTER OF SCIENCE DEGREE

Sep 2009 – June 2011

BACHELOR OF SCIENCE DEGREE

Sep 2005 – June 2008



FERHAT ABESS UNIVERSITY OF SETIF (FAUS)



* Major: Commercial Science.
* Minor: Strategic Marketing.

FERHAT ABESS UNIVERSITY OF SETIF (FAUS)

* Major: Commercial Science.
* Minor: Marketing and International trade.

Awards



INASIS MayBank, Professionalism and Leadership Workshop

UUM, Malaysia

2017

DBM, Dubai. UAE Call and Phone etiquettes

2013

DBM, Dubai. UAE Business Etiquettes for Customer Service

2013

Continued Djallel resume



PRO SKILLS & Abilities



CUSTOMER SERVICE

* Excellent collaboration skills with a wide variety of people (product management, Engineering, marketing and communication, public relations);
* Communicate effectively to build long-term working relationships with clients;
* Able to quickly understand customer needs and to deliver timely and cost-effective Solutions;
* Excellent interpersonal, written, and oral communication skills;
* Excellent listening skills and the ability to ask probing questions, understand concerns and overcome objections



SALES & Marketing

* Strong work ethic and a self-starter, able to effectively manage multiple priorities and adapt to changing within a fast-paced business;
* Good Salle s and marketing tactics, well-organized and dedicated a person to meeting long and short-term targets;
* Able to quickly understand customer needs and to deliver timely and cost-effective solutions;
* Strong skills in supporting of sales activities via focusing on customer need research and reporting them to the management on time base.



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| Languages |  |  |  |  |  |  |  |  |
| Arabic | (Reading / Writing / Speaking) |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| English | (Reading / Writing / Speaking) |  |  |  |  |  |  |
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|  |  |  |  |  |  |
| French | (Reading / Writing / Speaking) |  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Russian | (Reading / Writing / Speaking) |  |  |  |  |  |
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*About Me*

