|  |  |
| --- | --- |
| **Youssef**  **U.A.E**  **Email:** [**youssef.383139@2freemail.com**](mailto:youssef.383139@2freemail.com) |  |

**PERSONAL INFORMATION**

Date of Birth: 13- 10-1981

Place of Birth: Sale, Morocco

**Civil Status:** Single

Nationality: Moroccan

**CARRER OBJECTIVE**

Excellent organizational and administration skills, with experience in dealing with customers and high level workloads within strict deadlines

Now looking to start a new challenging career in UAE

**PROFILE**

A self-motivated individual, who is able to work independently, Committed to achieving high standards and meeting deadlines. Patient, flexible and hard working who can get the job done well and adapt to assignments in different envi­ronments

**EDUCATION**

**2000-2003: Baccalaureate literature Sale Morocco**

**2013-2015: Diploma in insurance and banking product counseling**

**PROFESSIONAL DEVELOPMENT**

**2004-2006: Italian cultural institute- Rabat - Morocco.**

**2009-2010: Prolonged courses in information technology - Casablanca - Morocco**

**EMPLOYMENT HISTORY**

**2015-2016**

**BLOW SARL (PHILIP MOR1S Affiliate) Salesman & Promoter**

**Sale-Morocco**

* Provision of the stores and shops with the product
* Make sure that customers are satisfied with the product

- Conducting surveys and advertising product in order to maximize the sales - Service orientation and actively looking for ways to help customers

- Driving around the city offering and explaining the selling point of the product

**2013-2015**

**ELECTRO PLANT**

**SALES REPRESENTATIVE Sale-Morocco**

Contacting prospective clients, assessing their requirements then selling them the companies products and services that match their needs. Also responsible for maintaining ongoing relationships with customers to foster repeat business.

Duties:

-Working as part of the sales team to develop both new and existing markets. -Involved in developing sales & pricing strategies.

* Liaising with customers & the dealer network to answer and resolve their queries.
* Identifying and then researching potential leads and opportunities.

-Constantly developing existing sales processes which will generate sustainable growth. -Responsible for developing own portfolio of customers.

* Collecting all the information required to create a request for an estimate. -Writing accurate & informative sales reports and documentation.
* Contacting prospective clients by phone and email.

-Identifying the customer's needs.

-Dealing with a diverse range of clients in the private and the public sector. -Evaluating competitor activity and developing appropriate responses.

-Attending sales appointments at clients premises.

-Attending trade shows and exhibitions when required.

-Cold calling potential clients via telephone or personal visit.

-Making appointments to meet new and existing clients.

**2012-2013**

**Internship at SAHAM Assurance Insurance Agent Assistant**

**Rabat-Morocco**

Provide administrative support to the insurance agents on daily basis.

Support multiple agents at once.

Receiving phone calls and walk-ins from clients.

* Processing customer service requests, building and maintaining the commission database. Completing insurance applications and managing customer file

**2010-2012**

**wikiki**

**sales assistance**

**2007 June — 2010 February Hardware Shop**

**Store Manager**

**Sale-Morocco**

- Evaluate competition by visiting competing stores; gathering information such as style, quality, and prices.

- Purchasing inventory by researching emerging products; anticipating buyer interest; negotiating volume price breaks - Placing and expediting orders; verifying receipt.

- Attracting customers by originating display ideas; following display suggestions or schedules

- Constructing/Assembling prefabricated display properties; producing merchandise displays and showcases.

* Sales promotion by demonstrating merchandise and products to the customers.

- Providing customers with information; obtaining requested products; completing transactions and in-time delivery - Maintaining inventory by checking merchandise to determine inventory levels; anticipating customer demands.

* Maintenance of safe and clean store environment and safeguard it against any theft or damage.

**Language**

* **Arabic: Very Good**
* **French: Very Good**
* **Italian: Very Good**
* **English: Good**