

# MEHDI DOUIK

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## PRESENTATION

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From 2011 to 2022, I served as an automobile sales manager, and during this period, I made a significant contribution to the development of my results and the satisfaction of my client portfolio. I am highly attentive to my superiors, pragmatic, and results-oriented. I focused my communication strategies on human interaction and my professional knowledge, aiming to provide my clientele with the best support and advice during their visits to the showroom, all while considering their needs and budget.

## PROFESSIONAL EXPERIENCES

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### 2022 - Sales Manager - KIA Dealer in SAFI - "PRECISAUTO" From June to October 2022.

- Lead and manage a team of sales professionals, including sales consultants and sales representatives. Provide guidance, training, and motivation to ensure the team meets sales targets and objectives.
- Develop and implement effective sales strategies and plans to achieve sales goals, increase market share, and maximize revenue.
- Plan and execute sales events, promotions, and marketing initiatives to attract customers and boost sales.
- Continuously train and develop sales team members to improve their product knowledge, sales skills, and customer service abilities.
- Address and resolve customer complaints, sales challenges, and operational issues promptly and effectively.

### 2021 - Site Manager - PEUGEOT - CITROEN Dealer in DAKHLA

#### 2022 From February 2021 to February 2022, I was able to:

- Expand my client portfolio in the Southern region.
- Develop the sales and after-sales service team.
- Increase sales.
- Increase workshop appointments.
- Establish agreements with several major leasing companies.
- Prospecting (public and private administrations, canned food factories, hotels...)

### 2019 - Manager at EXCELLENCE QUALITY WORKS GROUP

- Created a company for various construction and miscellaneous works.
- Executed demolition work at the Thermal Power Plant in Safi.
- Installed barbed wire fences at SVN Company in Safi.

### 2018 - Sales advisor - VOLKSWAGEN\_AUDI\_SKODA Dealer - "Safi-Motors"

- Recommending multiple models to customers in line with their preferences.
- Organizing exhibitions and facilitating vehicle test drives for customers.
- Maintaining and strengthening customer relationships.
- Handling registration paperwork.
- Building customer loyalty.
- Advising customers in vehicle selection.

- Expanding my client portfolio and maintaining trust-based relationships with clients.
- Providing after-sales service.

2015 - **Sales Advisor - HYUNDAI Dealer - "Moulim Auto" – SAFI**

- 2018
- Organizing exhibitions for passenger and utility vehicle models in Safi and its surrounding regions, (Essaouira, Youssoufia, Oualidia...).
  - Attending the AUTO-EXPO 2016 exhibition (This experience helped me better understand the market,.
  - Make connections, and expand my client network.
  - Conducting sales in several cities across Morocco.
  - Closing sales deals for clients located abroad.
  - Enhancing my expertise and skills.

## **INTERNSHIPS**

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2013 - **Sales Advisor - WAFA Assurances - "Assurances MOULIM" – SAFI**

- 2014
- Six-month experience in the field of insurance policy sales with a deep understanding of customer service procedures, standards, sales techniques, sales scheduling, and automobile insurance systems, which have enabled me to gain a better understanding of the local market regarding automobile dealership.

2013 - **Auto-Hall - SAFI - (Trial Period)**

- 2012
- Four-month internship experience in vehicle marketing, during which I had the opportunity to work as a salesperson, engage in prospecting, participate in the 'Auto-expo' trade show, be present during open house events, and conduct sales. These activities allowed me to gain new knowledge in the field of automobiles and build an interesting client portfolio.

2012 - **Internship - CMPE (Moroccan Plaster and Coating Company) – SAFI**

Exploration of various departments within the company: accounting department, procurement department, sales department, production department, and international trade department. These actions allowed me to understand the functions of each of them.

2011 - **Internship - Auto-Hall – SAFI**

2 months of observation, analysis, and note-taking.

## **EDUCATION / SCHOOLING**

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2011 - **Specialized Technician in Commerce – ISTA1 SAFI**

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2010 - **High School Diploma (Modern Literature) - High School HASSAN II SAFI**

## **LANGUAGES**

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- Arabic
- French
- English

## **SALES SKILLS**

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- Well-developed client portfolio
- Listening skills
- Preparation of targeted sales actions
- Organizational skills
- Knowledge of the local market
- Teamwork
- Customer satisfaction