



BENKOUIDER RADOUANE

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Objective

To secure a challenging position in Sales and Customer Service where I can utilize my excellent communication, interpersonal and problem-solving skills to exceed customer expectations and contribute to the growth and success of the organization.

Experience

- Adidas Store in Algeria** 2022 - 2023
Salesman
My primary responsibility was to engage with customers and provide them with exceptional service while promoting the brand's products.
My key responsibilities as a salesman in the Adidas store were:
-Providing excellent customer service: I was responsible for interacting with customers, answering their queries, and providing personalized product suggestions. I ensured that every customer had a positive shopping experience and left the store satisfied.
-Maintaining store standards: I was responsible for keeping the store clean, organized, and well-stocked. I kept track of inventory levels, restocked products when necessary, and arranged displays in an eye-catching way.
My Achievements as a salesman in the Adidas store were:
-Exceeding sales targets: I consistently exceeded my sales targets and contributed to increased revenue for the store. I used my knowledge of the products and excellent customer service skills to persuade customers to make purchases.
-Organizing promotional events: I played a key role in organizing and executing promotional events that brought in increased foot traffic and sales for the store. This helped to increase the store's visibility and attract new customers.
- Djezzy Store** 2020 - 2022
Salesman and Customer service
My primary responsibility was to provide excellent customer service to customers who visited the store. I was expected to have a thorough knowledge of the company's products and services, and I had to be able to answer customer queries and offer personalized solutions.

Another key responsibility was to drive sales for the store. I had to work towards meeting sales targets and encouraging customers to purchase products and services from the store. I also had to keep track of inventory levels, restock products when necessary, and arrange displays in an appealing and eye-catching way.

In terms of achievements, I consistently exceeded my sales targets and was recognized for my excellent customer service skills by both customers and management. I also played a key role in improving the store's inventory management system, which led to a decrease in stockouts and an increase in customer satisfaction ratings.

Education

- Algier 2 University**
Master Degree in Turkish-Arabic Translator
2020
- Algier 2 University**
Bachelor's Degree in Italian Language
2018
- Algier 2 University**
Bachelor's Degree in Law Speciality
2017
- Brother's Yesba High School**
Baccalaureate Degree in Foreign Language

Skills

- 1- Excellent communication skills, Product knowledge and understanding of the sales process , Patience and Empathy.
- 2- Strong interpersonal skills, Active listening and problem-solving abilities and Ability to build rapport and maintain relationships with customers.
- 3- Strong negotiation and Persuasion skills, Time management and Organizational skills, Attention to detail and accuracy.

Languages

- Arabic: Native
- English: Expert
- Turkish: Expert
- French: Expert
- Italian: Intermediate

Achievements & Certificate

- **1-Certificate of English Courses**
The English gate Institute 6 months.
- **2- Certification of Achievements**
El manar institute 6 months
- **3- Certification of Achievements**
Yakot Asociation 6 months
- **4- Translator Certificate of Achievement**
Atlas Association 4 months