

ZOHRA NEDJAH

## Spare Parts Advisor / Automotive Sales Representative

### About me

A Spare Parts Advisor and Automotive Sales Representative with years of experience of selling cars and helping customers find the right parts and accessories for their vehicles. I also help customers with general questions about vehicle maintenance or repair, including advice on which parts to buy and how to install them. I demonstrate advanced communication skills and passion for car world. Eager to work in a supportive environment.

### Work experience

**Spare Parts Advisor** / GEELY KHENCHELA- Khenchela, Algeria.

From 2019 to December 2023

- Performing research related to new products or services offered by the company in order to create marketing materials that can be used to educate customers about them
- Provide information on pricing, availability, and alternative options.
- Providing feedback to management regarding product lines and recommending changes based on sales trends or feedback from customers
- Interacting with customers in order to provide them with information about products or services they are interested in purchasing
- Evaluating pricing and availability of products from multiple vendors in order to make recommendations to management
- Recommending appropriate products to customers based on their needs and preferences
- Providing support to customers who have questions about their accounts or who are having difficulty completing a transaction
- Communicating with suppliers about product availability and pricing informations
- Ensure compliance with company policies, industry regulations, and safety standards.

**Car Saleswoman** /ADEM AUTO KHENCHELA- Khenchela, Algeria.

From 2015 to 2019

- Converting showroom visitors into customers by understanding their needs and interests, and matching them to the most appropriate car.
- Understanding the characteristics, capabilities, and features of all cars, and providing the potential customer with detailed information, including comparing different competitive models : GEELY, CHERY and DFSK.
- Taking customers on test drives and demonstrating vehicle features.
- Building a rapport with potential customers to improve the possibility of a sale in the future.
- Maintaining a customer database and communicating with them.
- Assisting customers with completing the relevant paperwork required for a successful sale to be processed.
- Negotiating deals with customers resulting in a 40% increase in monthly sales revenue.
- Providing excellent customer service, resulting in a 90% customer satisfaction rating and high customer retention.

### Education

**Bachelor's degree in Foreign Languages French Language** - Khenchela University / Khenchela, Algeria. From September 2009 to July 2012

**Baccalaureate degree** , Khenchela, Algeria. July 2009



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### Skills

**Presentation skills.**

**Excellent communication skills.**

**Updated on new products.**

**Solid understanding of the technical specifications of various spare parts.**

**Strong knowledge of automotive parts.**

**Ability to work under pressure.**

**Detail-oriented.**

**Customer service attitude.**

**Ability to work within a team .**

**Up-selling and cross-selling.**

**Public speaking proficiency.**

**Exceptional problem-solving .**

**Time management.**

**Creativity.**

**Leadership and management.**

### Computer skills

**Microsoft Office : Word, Excel and PowerPoint Processing Skills.**

### Languages

**Arabic** Mother tongue

**English** Proficient

**French** Bilingual