



KAOUTER ZAHRA NE

Nationality: Moroccan

Residence: Doha, Qatar

Marital status: Single

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SKILLS

- Proficient in Microsoft Office: Word, Excel, PowerPoint
- Strong organizational and analytical skills
- Effective communication and interpersonal abilities
- Problem-solving
- Fast learner
- Good communication skills
- Ability to work under pressure

LANGUAGES

- Arabic: Native proficiency
- French: Full professional proficiency
- English: Intermediary

EXPERIENCE

Senior Sales, ALSHAMSI HOLDINGS LLC, Dubai/ U.A.E

October 2023 – April 2024

- Greeted customers, promoted, and sold products using persuasive arguments.
- Conducted needs analysis to identify customer requirements and recommended appropriate solutions.
- Established and maintained positive business relationships through effective communication.
- Expedited resolution of customer problems and complaints to maximize satisfaction.
- Achieved agreed-upon sales targets and outcomes within schedule.
- Processed returns and exchanges according to store policies.
- Handled cash transactions securely and reconciled cash drawer at the end of each shift.

Salesperson, V PERFUMES LLC, Sharjah / U.A.E

April 2022 – September 2023

- Presented, promoted, and sold products to existing and prospective customers.
- Conducted cost-benefit and needs analysis to meet customer requirements.
- Established and maintained positive business relationships, resolving customer complaints promptly.
- Achieved agreed-upon sales targets and outcomes within schedule.

Receptionist , Notary office, Casablanca –Morocco

MAY 2017- JAN 2022

- Managed customer reception and responded to queries, organizing appointments and administrative tasks.
- Executed administrative formalities such as invoicing and request for authorization.
- Informed clients of case details and handled incoming calls and mail.
- Worked closely with the management team to ensure efficient office operations.

Cashier, Agency CASH-PLUS, Casablanca – Morocco

MAY 2016 -April 2017

- Proficient in handling cash transactions and reconciling cash drawers.
 - Diligent attention to detail in verifying payment methods and ensuring accuracy in transactions.
 - Familiarity with computer applications for payment processing and record-keeping.
 - Demonstrated commitment to customer service excellence by providing prompt assistance and resolving inquiries effectively.
 - Prepared to address various challenges that may arise during shifts, including resolving customer complaints, handling technical issues with the POS system, and efficiently managing long queues.
- Count money accurately, verify authenticity, and adhere to Cash Plus's cash handling policies and procedures to prevent errors or discrepancies
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EDUCATION

- **Bachelor's Degree In Law** ,Mohammedia,_ Morocco (2014-2015)
- **Certificate In Microsoft Office Specialist** , Mohammedia_ Morocco (2013-2014)
- **High School Diploma, Physics Option**,Casablanca, Morocco (2011-2012)