

# Amina Mouffok

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## Professional Summary

Results-driven professional with extensive experience in sales, customer service, and call center operations. Proven track record of achieving sales targets and promoting products effectively. Skilled in providing exceptional customer service, resolving issues, and maintaining accurate data records. Adept at using CRM systems and call center technology to enhance sales performance and customer satisfaction. Seeking a challenging position to leverage my sales expertise and contribute to company growth.

## Work Experience

### INSIDE SALES ACCOUNT MANAGER

Hilti Algeria

October 2023 - Present

- Created value in the allocated account's portfolio through effective design and implementation of individual account strategies.
- Provided Daily outbound calls to customers to identify their needs, detect ongoing projects, etc.
- Developed existing and established new customer relationships.
- Provided efficient solutions and technical support to customers and represented the Hilti brand in the marketplace.
- Achieved target and maximized profitable growth in the region.
- Developed business plans to maintain and grow focus customer sales.

### CUSTOMER SERVICE REPRESENTATIVE & MARKET REACH

Hilti Algeria

June 2019 – September 2023

- Receive and assist clients visiting the office.
- Manage the showroom at the office.
- Achieved profitable sales by providing timely and appropriate customer service and technical expertise.
- Provide information and technical advice via phone or e-mail on products and applications.
- Promote sales in cooperation with other sales channels and ensure the successful achievement of the company's objectives.
- Demonstrated knowledge of information systems, catalogue, HOL (Hilti online site), phone system, pricing structure, and SAP/CRM system.
- Ensure customer satisfaction, efficient handling of orders and inquiries, and professional complaint handling.
- Verify and update client data regularly to maintain high data quality scores.
- Classified clients by trade and segments for improved management and targeted marketing campaigns.
- Conducting market research to uncover consumer needs, behaviors, and trends.
- Collaborated with marketing and sales teams to optimize strategies based on client data insights.
- Trained team members on best practices in data management and CDQI (Data quality index) tools.
- Assisting in outbound or inbound marketing activities by demonstrating expertise in various areas (content development and optimization, advertising, events planning etc.)

## HR ASSISTANT

Hilti Algeria

June 2018 – June 2019

- Provided operational support on HR topics, including HR data entry, interview, travel scheduling, and employment contract preparation.
- Assisted in maintaining employee records and ensuring data accuracy.
- Supported HR processes and helped coordinate various HR activities.
- Procurement activities handling

## CALL CENTER OPERATOR

OG Solution

Mai 2017 – Decembre 2017

- Handled inbound calls from customers, providing information and addressing inquiries about products, services, or accounts.
- Demonstrated proficiency in B2B outbound calling and appointment setting.
- Successfully scheduled appointments with professionals located in France.
- Provided effective communication and engagement while representing ENGI ELECTRICITE.
- Made outbound calls to customers for follow-ups, surveys, or sales purposes.
- Resolved customer complaints and issues efficiently and professionally.
- Met exceeded sales targets and quotas.

## Education & Certifications

### MASTER'S DEGREE IN MANAGEMENT AND INFORMATION SYSTEMS

University of Algiers 3

2017

### BUSINESS MANAGEMENT DEGREE

University of Algiers 3

2015

### INTERNSHIP AS PART OF MY MASTER'S DEGREE

Saet /January – June 2017

### INTERNSHIP AS PART OF MY BUSINESS MANAGEMENT DEGREE

Weatherford Algeria / November – Mars 2015

### HIGHT SCHOOL DEGREE

2011

## Skills

- Excellent verbal and written communication skills
- Strong problem-solving and conflict-resolution abilities
- Proficient in CRM software and call center equipment/systems
- Ability to multitask and manage time effectively.
- Proficiency in basic computer applications (MS Office, email, etc.)

## Personal Attribute

- Empathy and patience when dealing with customers.
- Positive attitude and strong work ethic.
- Teamwork, ability to work and help others.
- Passionate professional musician, Interpreter of Algerian classical proficient in several instruments including guitar, mandolin, piano, lute, and kouitra.