




# MILES MOHAMED ISLEM

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## CONTACT

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 Annaba Algeria  
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## EDUCATION

### MOHAMED KLOUFI

Bachelor of Science in Psychology  
2016-2017

### BADJI MOKHTAR UNIVERSITY

Master Electromechanical  
2020-2022

## SKILLS

- Effective Communication
- Strategic and social selling
- Building client Relationship
- Critical Thinking
- Sales targets
- Team collaboration

## CERTIFICATION

### SEMRUSH ACADEMY CERTIFICATE

2024  
Become an AI-Powered Marketer

### SOCIAL MEDIA MARKETING

2022  
STS annaba

## ABOUT ME

Experienced Call Center Agent with a proven ability to provide exceptional customer support and communication. Achieved high customer satisfaction and successfully implemented Upselling strategies, increasing additional product sales. Now seeking to transition into a Sales Agent role, leveraging my customer service experience to build strong client relationships, meet revenue targets, and deliver customized solutions that fulfill client needs.

## WORK EXPERIENCE

### SALES REPRESENTATIVE

Nestlé Algeria (2023-Present)

At Nestlé Algeria, as a Sales Representative, I would be responsible for promoting and selling well-known consumer products like Nescafé, Maggi, and Nestlé Waters. My role would involve building strong relationships with retailers and distributors, ensuring product visibility and availability in stores, and implementing effective sales strategies to meet targets. I would also utilize market data to track consumer trends, optimize product placement, and collaborate with the marketing team to support product promotions. This position offers the opportunity to work with leading global brands while driving sales growth in the Algerian market.

### CALL CENTER AGENT

YASSIR (2023-2023)

In my role as a Call Center Agent at Yassir, I handled a large volume of customer calls, providing assistance with ride-hailing services, resolving issues, and addressing inquiries. I ensured customer satisfaction by offering prompt support for service complaints and technical troubleshooting. I also processed feedback, escalated complex issues to the appropriate teams, and maintained accurate call records to ensure service quality and efficiency.

### CHIEF CASHIER

DJAWHER MALL (2018-2022)

As Chief Cashier at DJAWHER MALL, I supervised and trained cashiers, managed daily cash flow, ensured 100% accuracy in accounting, and resolved escalated customer issues. I enforced cash handling policies to prevent losses and collaborated with store management to optimize operations during peak hours. Additionally, I assisted with inventory management and supported other departments as needed.