




Bouzid Boudermine

 bouzidboudermine@gmail.com  71377072  Doha, Qatar



EDUCATION

Degree in Financial Accounting 2018 – 2021 | Algeria
High School degree in Literature and Languages 2017

PROFESSIONAL EXPERIENCE

Salesman and Cashier 01/2024 – present | Qatar
Fantasy Events

- Greet customers warmly upon arrival, providing excellent customer service and addressing inquiries.
- Accurately process transactions through the point-of-sale system, handling cash, credit, and debit card payments.
- Maintain an organized and clean work environment, ensuring all products are neatly displayed and easily accessible.
- Handle customer returns and exchanges efficiently, ensuring a smooth resolution to any issues.
- Monitor inventory levels, assist with restocking shelves, and report low stock to management.
- Receive and handle orders from various online platforms like Snoonu, Talabat, Rafeeq, etc., ensuring timely and accurate processing.
- Maintain a high level of professionalism, especially when interacting with VIP customers, ensuring their satisfaction and loyalty.

Sales Agent 03/2023 – 01/2024 | Qatar
Doha Protein

- Provide excellent customer service by greeting and assisting customers in a friendly and professional manner. Help customers find products, answer their questions, and provide recommendations..
- Actively engage with customers to promote sales and achieve sales targets. Use persuasive techniques to upsell or cross-sell additional products, such as suggesting matching accessories or complementary items.
- Monitor inventory levels, identify popular or fast-selling items, and communicate with the stockroom or management to ensure adequate stock availability on the sales floor. Assist in receiving and unpacking new merchandise shipments.
- Operate the point-of-sale (POS) system accurately and efficiently to process sales transactions, accept payments, issue receipts, and handle returns or exchanges. Adhere to cash handling and loss prevention policies.
- Listen to customer feedback and address any concerns or complaints promptly and professionally. Provide solutions or escalate issues to the appropriate supervisor or manager when necessary.
- Collaborate with colleagues and work as a team to achieve sales goals, share product knowledge, and provide support during peak hours or busy periods. Foster a positive and cooperative work environment.

Customer service representative 01/2020– 01/2023 | Algeria
Car Showroom

- Greet customers warmly and provide assistance with their inquiries.

- Resolve customer complaints and issues in a friendly and efficient manner.
- Maintain a positive attitude and professionalism in all interactions.
- Provide product or service information to customers, helping them make informed decisions.
- Ensure timely follow-up with customers to ensure satisfaction.
- Handle customer orders, returns, and exchanges with attention to detail.
- Work collaboratively with team members to ensure a smooth and efficient customer experience.

SKILLS

Customer service	Inventory management
Customer Focus	Multi-Task Skills
Sales Experience	Verbal and Written Communication
Customer service excellence and account development	Quick Learner
Leadership	Time management
Organization	Microsoft Office

LANGUAGES

Arabic	English
French	