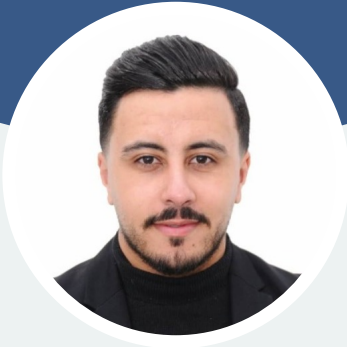


MOHAMED IMAD EDDINE BENAÏSSA



Personal details

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+213655104618

Algeria

B

Education

Accounting Technician
2019 - 2023
Sidi Boumediene Institute, Tlemcen

**International Professional Hairdressing
Diploma**
2021 - 2022

High school diploma
2017
Continuing Education University

Languages

Arabic ●●●●●●
English ●●●●●
French ●●●●●

Skills

- Ability to work effectively in a fast-paced, team-oriented environment.
- Strong problem-solving abilities and a customer-oriented attitude.
- Excellent communication and interpersonal skills.
- Ability to handle sensitive financial information with confidentiality.
- Good organizational and time-management skills.

Profile

With extensive experience in customer service and cashier roles, I bring a deep commitment to supporting customer satisfaction and store operations. My ability to engage customers warmly, address inquiries with detailed knowledge, and handle transactions efficiently enhances the retail experience. I possess a thorough understanding of store policies and am adept at problem-solving to ensure customer contentment.

Employment

Customer Service Jan 2024 - Jun 2024
Retail Store, Algeria

- Greet customers warmly and assist them with any questions or concerns they may have.
- Address customer complaints or issues in a professional and empathetic manner, ensuring customer satisfaction.
- Stay informed about product features, specifications, and promotions to effectively answer customer inquiries.
- Assist customers in locating products within the store and ensure they are aware of any discounts or offers available.
- Support the sales team in driving sales by providing excellent customer service and upselling when appropriate.
- Handle transactions at the cash register, ensuring accurate and timely processing of payments.
- Assist in maintaining a clean and organized store environment, ensuring shelves are stocked, displays are neat, and products are properly labeled.
- Ensure all merchandise is displayed attractively and rotated regularly to maintain store presentation.
- Help monitor stock levels and assist in inventory checks as needed.
- Alert management to any low-stock or out-of-stock items and suggest reordering when necessary.
- Work closely with colleagues to ensure smooth store operations and high-quality customer service.

Cashier Jul 2022 - Dec 2023
Tlemcen Shopping Center, Algeria

- Ensure that all transactions are recorded correctly, including cash, credit/debit cards, and other forms of payment.
- Issue receipts, refunds, and change to customers in accordance with store policies.
- Greet customers as they approach the register and provide a friendly, helpful experience.
- Assist customers with questions about store policies, promotions, or product availability.
- Ensure that the cash drawer is balanced and secure at the beginning and end of each shift.
- Process cash, checks, and credit transactions accurately and provide correct change.
- Keep the cashier area clean, organized, and free of clutter.
- Assist in stocking merchandise or organizing store displays during slower periods.
- Assist in inventory checks as needed, helping with restocking or reordering merchandise when required.
- Follow store policies and procedures for safeguarding cash and merchandise.
- Work alongside fellow cashiers, sales staff, and management to ensure efficient store operations.
- Help with opening or closing duties as directed by the supervisor.

Invoice Clerk in Accounting Oct 2021 - May 2022
Naftal Company, Tlemcen, Algeria

- Receive and review incoming invoices from vendors and suppliers for accuracy and completeness.
- Match invoices to purchase orders, receipts, and contracts to ensure correct billing.
- Verify that the appropriate approvals are in place before processing invoices for payment.
- Maintain an organized filing system for both electronic and paper invoices.
- Update and reconcile accounts payable records on a regular basis.
- Prepare invoices for payment by reviewing payment terms, ensuring timely and accurate processing.
- Assist in preparing payment runs, ensuring that all payments are made according to company policies and within deadlines.
- Communicate with vendors or suppliers regarding payment status or issues.
- Assist in reconciling accounts payable statements and resolving any discrepancies or issues.
- Collaborate with the accounting team to ensure timely month-end and year-end closing procedures.
- Coordinate with internal departments (e.g., purchasing, operations) to resolve invoice-related issues or discrepancies.
- Respond to inquiries from vendors, customers, or internal staff in a professional and timely manner.
- Ensure compliance with company policies, accounting standards, and relevant laws in the processing of invoices.
- Support audits by providing necessary documentation and records for review.