



## Abdelbassir Benamar

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### Professional Summary:

#### Sales & Customer Service Professional

Enthusiastic sales and customer service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty retention and revenue.

### Work Experience:

#### Sales representative - Wadi Al Sahar Trading Qatar

##### Current

- Identifying prospects and evaluating their position in the industry.
- Establishing contact and developing relationships with prospects.
- Recommending solutions.
- Maintains relationships with clients by providing support, information, and guidance.
- Identifying product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Preparing reports by collecting, analyzing, and summarizing information.

#### Sales executive - Gulf Insurance Group Algeria

##### July 2021 - March 2024

- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Take the extra mile to engage customers.
- Meeting with clients virtually or during sales visits.
- Demonstrating and presenting products.
- Establishing new business.
- Maintaining accurate records.
- Attending trade exhibitions, conferences and meetings.
- Reviewing sales performance.
- Negotiating contracts and packages.
- Working towards monthly or annual targets.

#### Customer service representative - CAAT Insurance Algeria January

##### 2017 - April 2021

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers, offering assistance and support.
- Call clients and customers to inform them about the company's new products, services and policies.
- Review customer or client accounts, providing updates and information about billing , warranties and other account items.

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Meet personal/customer service team sales targets and call handling quotas.
- Follow communication procedures, guidelines and policies.

**Sales agent - Kherbouche Group ALGERIA January  
2015 - December 2017**

- Establish relationships with new customers.
- Manage relationships with existing customers.
- Identify and respond to client needs.
- Keep a high level of knowledge about existing products and services.
- Follow up on customer orders as necessary.
- Anticipate the needs of clients and address them accordingly.
- Meet with customers to determine their specific needs.

**Education and Certification:**

- **2015:** University Degree in Law and Political science, Abou Bekr Belkaid University Tlemcen -Algeria
- **2017:** Master Degree in Law specializing in maritime law and transport, Abou Bekr Belkaid University Tlemcen -Algeria
- **2023:** Digital Marketing Certificate, Dahlias Institute Tlemcen -Algeria
- **2023:** Word, Excel, PowerPoint Certificate , Dahlias Institute Tlemcen -Algeria

**Languages:**

- Arabic : Native
- English: Fluent
- French: Fluent

**Additional Skills:**

- Computer proficiency.
- Leadership experience.
- Communication skills.
- Organizational know-how.
- People skills.
- Collaboration talent.
- Problem-solving abilities.