



Sofiane Melakhssou

Sales representative, customer service, and phone repair technician

Objective

Dedicated and detail-oriented professional with experience in sales, customer service, and phone repair. Skilled at diagnosing and resolving technical issues, providing exceptional customer support, and driving sales through effective communication and product knowledge. Seeking to leverage a versatile skill set to enhance customer satisfaction, boost sales, and deliver top-quality technical solutions in a dynamic work environment.

Experience

Sales and customer service

2023

Carrefour Villaggio, Doha

- Create a positive and memorable shopping experience for customers.
- Help customers to select items that suits their preferences.
- Use product knowledge to make recommendations to customers.
- Establish and develop positive business and customer relationships.
- Assist customers in all aspects of service.

Phone repair technician

2022

Traders Training, Doha

- Identify problems with phone hardware and software malfunctions.
- Replace broken or malfunctioning screens.
- Ensuring proper installation and quality control.
- Remove and replace defective or worn-out batteries.
- Assess and repair phones affected by water damage.

Phone repair technician

2018

Phone Shoppe, Algeria

- Install, update, and troubleshoot mobile operating systems and apps.
- Use soldering tools to replace damaged components.
- Retrieve lost data and perform backups to prevent data loss during repair.
- Conduct testing after repairs to ensure phone functioning well.
- Provide customers with information on repair options.

Sales representative

Garden City Mall, Algeria

- Help customers to select items that suits their needs.
- Provide detailed informations to customers about items.
- Introducing promotions and opportunities to customers.
- Arrange items displays attractively to encourage sales.
- Suggest complementary items to increase the average sale value.
- Assist customers with online orders and respond to inquiries.

Education

Secondary School Certificate

Algeria

2017

Personal Information

 Sofiane Melakhssou

 melakhssousoufian@gmail.com

 70190741

 Doha- Qatar

 May 6, 1995

 Valid driving license

 Algerian

Skills

- Effective communication skills
- Team spirit and collaboration
- Working under the pressure
- Dynamic and energetic
- Negotiation and persuasion
- Product knowledge
- Meeting sales targets
- Customer service skills
- Problem- solving

Languages

- Arabic
- English
- French