

# Khadija Kamani - Curriculum Vitae

Casablanca | +212 7 67 40 55 | khadijakamani10@gmail.com

## Professional Profile

Recent graduate in Management with a passion for customer relations, currently seeking a position as a Sales Assistant to apply and develop my skills. During an initial support role, I gained experience in order tracking and dispute resolution. I am detail-oriented and attentive, ready to fully invest myself in a dynamic team to contribute to the company's success.

## Skills

Problem Solving, Quotation Preparation, Invoicing Management, Database Management, SAGE Billing Software, Data Entry, Teamwork, Mail Processing, Oral Communication, Administrative Follow-up, Customer Service Orientation, Versatility, Order Entry, Telephone Reception

## Professional Experience

Sales Assistant, Ménagement Heureux - Casablanca (Oct 2019 - Present)

- Processed customer orders: order entry, inventory checks, and shipment tracking
- Managed customer relations: phone, email, and in-person assistance
- Handled orders from initiation to delivery
- Oversaw invoicing, payment tracking, and client reminders for late payments
- Performed administrative tasks: managing calls, emails, and scheduling
- Welcomed in-store clients and guided them effectively
- Prepared displays, restocked shelves, and arranged merchandise
- Created and updated commercial documents (quotes, invoices, contracts)

Sales Intern, Studio 14 - Casablanca (Nov 2018 - Jan 2019)

- Listened to customers' needs and preferences

- Prepared click & collect orders and handed them to clients
- Greeted and guided customers, provided product advice
- Answered customer queries about products and pricing

Intern, Studio 14 - Casablanca (Apr 2018 - May 2018)

- Observed and assisted daily employee tasks
- Used MS Office tools for documents and daily tasks
- Followed up with supervisors, asked questions, and assisted where needed

## **Education**

2020 - Casablanca: Bachelor's in SME Management (EFET - French School of Technical Education)

2018 - Casablanca: Specialized Technician Diploma in Business Management (Institute of Applied Technology)

2016 - Casablanca: Baccalaureate - Life and Earth Sciences (Homane El Fatwaki High School)

## **Languages**

Arabic: Native

French: Upper Intermediate (B2)

English: Upper Intermediate (B2)