



# ADJTOUTAH KOUSSEILA

VIP Client Experience | Retail & Operations Supervisor

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🌐 Visa Status: With NOC (Transferable)    🌍 Nationality : Algerian

## OBJECTIVE

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Motivated and results-driven sales and customer service professional with diverse experience in retail, luxury transportation, and customer relationship management. Adept at handling VIP clients, optimizing service delivery, and contributing to team and business success. Seeking a dynamic role in a fast-paced and client-focused environment.

## WORK EXPERIENCE

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### Private Limousine Company | Qatar | 2022 – Present

#### Senior Supervisor – Limousine Services

- Managed luxury car rental operations for VIP clients, hotels, embassies, and corporate accounts.
- Supervised daily scheduling and dispatching of vehicles to ensure timely service delivery.
- Maintained high service standards to meet expectations of high-profile clientele.
- Coordinated with hotels and corporate partners to organize transportation logistics.

### Saving Square | Doha | 2020 – 2021

#### Sales Assistant

- Assisted customers in locating products and provided detailed information about features and pricing.
- Managed cash register operations and handled daily sales transactions.
- Maintained merchandise presentation and ensured shelves were fully stocked.
- Supported promotional campaigns and in-store sales events to boost revenue.

### DIFACTO | Algeria | Oct 2020 – Jan 2021

#### Sales Associate

- Delivered high-quality customer service while addressing inquiries and resolving complaints efficiently.
- Processed transactions accurately using point-of-sale (POS) systems.
- Assisted in inventory control, restocking, and visual merchandising updates.
- Promoted brand awareness by communicating product benefits and latest collections to customers.

## **Zara | Algeria | Aug 2019 – Dec 2019**

### **Sales Associate**

- Assisted customers in product selection to drive sales and improve satisfaction.
- Executed social media marketing strategies via Facebook and Instagram to increase store visibility.
- Handled customer reservations, inquiries, and follow-ups through calls and emails.
- Maintained store appearance according to visual merchandising standards and seasonal layouts.

## **Nike Brand Shop | Algeria | Aug 2016 – Apr 2019**

### **Sales Agent**

- Assisted customers in product selection to drive sales and improve satisfaction.
- Executed social media marketing strategies via Facebook and Instagram to increase store visibility.
- Handled customer reservations, inquiries, and follow-ups through calls and emails.
- Maintained store appearance according to visual merchandising standards and seasonal layouts.

## **EDUCATION**

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- **2016 : Bachelor's degree in Business Law**
  - University of Continuous Training – Bejaia, Algeria
- **Degree in Literature & Languages**
  - IBN SINA High School – Bejaia, Algeria

## **EXPERTISE**

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- Retail & Luxury Sales
- Customer Relationship Management (CRM)
- VIP Client Services
- Car Rental Operations
- Staff Supervision & Scheduling
- Point-of-Sale (POS) Operation
- Social Media Marketing
- Complaint Handling & Resolution
- Inventory Management
- Communication & Multitasking

## **LANGUAGES**

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

## **CERTIFICATE**

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- Driving License: Valid Qatar Driving License