



# Boudaoud Yahia

## Customer Service & Sales Professional

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### PROFILE

Business Administration graduate with 5+ years of experience in sales supervision, customer service, and retail operations. Skilled in leading teams, improving client satisfaction, and driving performance in dynamic environments. Eager to contribute to a results-oriented company and grow into a leadership role

### PROFESSIONAL EXPERIENCE

12/2022 – 02/2025  
Hyda, Algeria

#### Longines Boutique

Sales & Customer Service Associate

- Welcomed high-end clientele and assisted them in selecting luxury timepieces that matched their style and needs.
- Delivered engaging product presentations highlighting Swiss craftsmanship, brand heritage, and technical features.
- Managed point-of-sale (POS) transactions with accuracy for high-value purchases.
- Maintained premium visual merchandising standards in line with the brand's luxury image.
- Built strong client relationships through personalized after-sales service and follow-up.

06/2022 – 10/2022  
Algeria

#### Calvin Klein Perfume Exhibition

Sales & Customer Service Associate

- Welcomed customers and assisted them in selecting fragrances tailored to their preferences.
- Provided personalized product recommendations to enhance the shopping experience.
- Maintained attractive product displays and ensured adequate stock levels.
- Consistently achieved daily sales targets while prioritizing customer satisfaction.

03/2019 – 04/2022  
Blida, Algeria

#### PUMA Retail Partner

Sales Supervisor & Customer Experience Leader

- Supervised sales team to deliver high-quality customer service.
- Managed point-of-sale (POS) activities and closely monitored inventory movements.
- Ensured visual merchandising met global brand standards.
- Addressed customer inquiries and resolved issues to boost brand loyalty.

### EDUCATION

06/2021 – 08/2024  
Dely Ibrahim, Algeria

#### Sports Administration and Management | Bachelor's

University of Algiers 3 - Institute of Physical Education and Sport

### SKILLS

- Customer Service
- PERSONAL QUALITIES
- Product Merchandising
- Point of Sale (POS) Systems
- Sales Reporting
- Retail Sales
- Team Supervision

### LANGUAGES

English — Fluent

French — Fluent

Arabic — Native/Bilingual

### CERTIFICATES

Customer Service Skills  
Alison

Field Internship - Sports  
Administration  
Dar el chabeb skikda

Diploma in Administrative Support  
and Procedures  
Alison

NASDA Customer Service Training  
Nesda

### CUSTOM

#### Achievements

- \_Increased luxury watch sales by 23% during peak season at Longines.
- \_Recognized as "Top Seller of the Month" twice at PUMA retail partner store in Blida
- \_Achieved 95%+ customer satisfaction scores across all retail roles
- \_Praised for expert product knowledge and VIP client service.
- \_Boosted CK perfume exhibition sales by 20% during peak campaign period