

HAMZA SIDAHMED

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Personal Summary

Reliable Retail Sales Advisor with extensive experience in product and service sales. Builds rapport and relationships quickly to identify and satisfy customer needs. Achieves commercial targets through passionate, persuasive selling.

Experience

Retail Sales Associate

04/2018 to 02/2021

Centre Commercial Taj El Sultan

Tiaret, Algeria

- Assisted customers in finding products, offering detailed information to increase sales and enhance shopping experience.
- Shared new products and promotions with customer to encourage sales.
- Kept shelves neat, clean and organised through visual merchandising.
- Managed stock levels on the shop floor, regularly updating displays to maximise visual appeal.
- Built and maintained positive relationships with customers to encourage repeat business.
- Processed sales transactions accurately, handling cash and card payments with attention to detail.
- Resolved customer issues with empathy and efficiency, turning negative experiences into positive outcomes.
- Participated in team meetings, contributing ideas for sales improvement and customer satisfaction.
- Enhanced product visibility through strategic placement, leading to increased interest and sales.
- Coordinated with the warehouse to ensure timely delivery of stock to the sales floor.

Pharmacy Sales Associate

01/2018 to 06/2019

Pharmacy Shop Belhouari

Tiaret, Algeria

- Worked closely with medical advisors to ensure compliance with regulatory standards and ethical practices in all sales efforts.
- Organised and attended medical conferences and seminars to network with industry professionals and promote products.
- Offered exceptional after-sales support, resolving any issues promptly to maintain high customer satisfaction levels.
- Promoted pharmaceutical products to healthcare professionals, highlighting benefits and efficacy to drive prescriptions.
- Monitored stock levels in pharmacies and healthcare institutions, ensuring availability of products.
- Solved customer problems and resolved conflicts to maintain high satisfaction and product loyalty.
- Collaborated with healthcare professionals on patient education initiatives to enhance treatment outcomes.

Accomplishments

- Consistently exceeded monthly sales targets by 15–25% through upselling and cross-selling techniques.
- Developed strong repeat customer relationships, resulting in a 30% increase in return visits and loyalty sign-ups.
- Played a key role in a store-wide inventory reset that improved stock accuracy by 40%.
- Managed visual merchandising for seasonal promotions, leading to a 35% increase in featured product sales.
- Chosen to represent the store during corporate walkthroughs due to exceptional product presentation and store cleanliness.

Skills

- Customer Service
- Product knowledge
- Client relationship building
- Cash handling
- Sales techniques
- Stock counting
- Computer literate
- Stock control
- Shelf stocking
- Order processing
- Product promotions
- Online sales

Languages

English:

B1

Intermediate

Arabic:

C2

Proficient

French:

B1

Intermediate

Certifications

Pharmacy Associate certified 03/2017 to 09/2017

- Higher vocational training school, the southern benchmark - Oran, Algeria

Education

third year of high school: Foreign Languages

2016

Mohamed Boudiaf

Tiaret, Algeria

- Third-year secondary level
- Specialised in English, French, and Arabic, with emphasis on communication and translation
- Completed language-focused high school programme with cultural studies

Driving licence

- Category B auto