



Djihane Kaid

Elite Client Relations Specialist



Luxury Hospitality | Premium Retail & Fashion | Private Banking & Wealth Management | Corporate Services | Aviation & Yachting | Art & Collectibles

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Education

- University of Saida

Master's Degree in Plant Biotechnology

📅 2020

📍 Algeria
- University of Saida

Bachelor's Degree in Biotechnology & Plant Genomic

📅 2018

📍 Algeria

Work Experiences

- Fendi Temps Plein

Client Advisor

📅 Jan 2025 – Present

📍 Doha, Qatar
- Qatar Airways

Burberry & Gucci Client Advisor

📅 Jul 2022 – Jan 2025

📍 Doha, Qatar
- Organic Products Company

Founder | Project Manager

📅 May 2020 – May 2022

📍 Saida, Algeria
- Algeria Hotel

Receptionist

📅 Nov 2014 – Dec 2019

📍 Saida, Algeria

Tasks and Responsibilities

- Build and maintain long-term relationships with VIP and high-profile clients, ensuring loyalty and repeat business.
- Provide personalized, high-touch service tailored to each client's preferences and lifestyle.
- Act as a brand ambassador, representing the company's values, heritage, and luxury standards.
- Deliver exceptional in-store and post-purchase experiences, exceeding client expectations.
- Identify client needs through active listening and offer curated product or service recommendations.
- Utilize storytelling techniques to create emotional connections between clients and the brand.
- Stay up to date with luxury market trends, competitors, and exclusive product launches.
- Organize and manage exclusive events, private viewings, and VIP experiences.
- Maintain accurate client profiles, purchase histories, and preferences in CRM systems.
- Resolve client concerns discreetly and efficiently, ensuring a positive outcome.
- Collaborate with cross-functional teams to ensure seamless client experiences.
- Monitor and analyze client feedback to improve service strategies.
- Support sales targets through upselling, cross-selling, and tailored offers.

Areas of Interest

- Luxury Fashion & Accessories.
- High-End Retail & Boutique Operations.
- VIP & Celebrity Client Management.
- Luxury Hospitality & Guest Experience.
- Premium Lifestyle & Personal Concierge Services.
- Luxury Real Estate & Property Advisory.
- Private Banking & Wealth Management Services.
- Exclusive Events & Experiential Marketing.
- High-Value Product Styling & Personal Shopping.
- Art, Collectibles & Auction Services.
- Luxury Travel, Aviation & Yachting Experiences.
- Brand Storytelling & Heritage Promotion.

Profile Summary

A dynamic and results-driven professional with extensive experience in luxury retail and high-end client engagement. Adept at cultivating and maintaining relationships with discerning clientele, delivering personalized service, and creating memorable brand experiences.

Proven track record with globally renowned luxury houses such as Gucci and Burberry, consistently exceeding sales targets and enhancing brand loyalty. Skilled in storytelling, trend analysis, and premium product styling, with deep knowledge of luxury fashion markets and client typologies.

Recognized for exceptional interpersonal skills, adaptability, and a passion for delivering service excellence that reflects the highest industry standards.

Skills

- Luxury Client Service Excellence
- Luxury Client Personalized Experience Delivery
- Relationship Building
- VIP Client Networking
- Advanced Sales, Upselling & Cross-Selling Techniques
- Luxury Product Knowledge
- Luxury High-End Styling Expertise
- Storytelling & Brand Heritage Communication
- Cultural Awareness & High-Level Discretion
- Conflict Resolution & Service Recovery Skills
- Exclusive Event Planning & Experience Management
- Market & Trend Analysis for Luxury Segments
- Multilingual Communication
- Exceptional Attention to Detail
- Teamwork
- Collaborative Teamwork in High-Pressure Environments
- Emotional Intelligence & Empathy
- Confidentiality
- Adaptability & Flexibility
- Multitasking Ability
- Conflict Resolution & Mediation
- Quality Standards
- MS Office Suite (Excel, Word, PowerPoint)
- Email Marketing Tools

Languages

- French Language

Native

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- Arabic Language

Native

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- English Language

Fluent

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- Italian Language

Beginner

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