

Omar Bouchkara

Customer Service and Sales Supervisor

+974 7141 4521 @ omarbou775@gmail.com Assad, Doha, Qatar ☆ Nationality: Algerian – Resident in Qatar



SUMMARY

Results-driven Customer Service and Sales Supervisor with a proven record of leading high-performing teams, elevating client satisfaction, and consistently driving revenue growth. Highly skilled in building and maintaining strong customer relationships, resolving complex issues with efficiency, and implementing strategic sales initiatives that enhance brand loyalty and market presence. Adept at coaching and developing staff, optimizing team performance, and ensuring operational excellence in dynamic, fast-paced environments. Recognized for professionalism, adaptability, and a proactive, results-oriented mindset that advances organizational success.

EDUCATION

- 2022 - 2025

Jijel, Algeria
- Master’s in TEFL (Teaching English as a Foreign Language)
University of Mohammed Seddik Ben Yahia
- 2022

Jijel, Algeria
- Bachelor’s in English Language and Literature
University of Mohammed Seddik Ben Yahia
- 2018

Texenna, Jijel, Algeria
- Baccalaureate in Literature and Languages
Bourezzak Ahmad High School

KEY ACHIEVEMENTS

- ◆

Achieved 95% customer satisfaction rate
Redesigned feedback and follow-up systems, resolving issues faster and improving overall customer experience.
- ◆

Boosted team performance by 22%
Coached and motivated sales associates through daily KPI tracking, leading to higher productivity and morale.

EXPERIENCE

- 2024 - 2025

Jijel, Algeria

● Customer Service and Sales Supervisor
Algerian Condor showroom
 - Supervised day-to-day showroom operations ensuring consistent service quality and client satisfaction.
 - Led and motivated a sales team to achieve performance goals and meet sales targets.
 - Handled customer concerns and escalations with diplomacy, maintaining brand reputation.
 - Prepared daily and monthly reports to track KPIs and identify improvement opportunities.
 - Coordinated product displays and promotional campaigns to boost visibility and sales.
- 2023 - 2024

Dubai, UAE

● Customer Service and Sales Supervisor
Dubai Hypermarket
 - Supervised daily store operations ensuring smooth workflow and high-quality customer service.
 - Trained and coached sales staff to meet performance targets and improve productivity.
 - Handled customer inquiries and complaints efficiently, maintaining brand reputation.
 - Implemented promotional campaigns and upselling strategies to increase revenue.
- 2021 - 2023

Tahir, Jijel, Algeria

● Customer Service and Sales Supervisor
Algerian Ada mall hypermarket
 - Managed retail operations, ensuring smooth customer flow and excellent service delivery.
 - Supported sales associates through training, performance feedback, and coaching sessions.
 - Responded to customer inquiries, complaints, and feedback efficiently and professionally.
 - Increased store revenue through upselling, cross-selling, and customer loyalty programs.
 - Collaborated with management on pricing, stock organization, and promotional planning.

SKILLS

Customer Relationship Management (CRM)	Complaint Handling & Conflict Resolution	Microsoft Office Suite (Excel, Word, PowerPoint)
Customer Retention & Loyalty Programs	Target Achievement & Performance Tracking	Effective Communication & Active Listening
Adaptability & Multitasking	Time Management & Organization	Professionalism & Integrity
Upselling and Cross-Selling Techniques	Report Preparation & Data Analysis	Professional Negotiation & Persuasive Selling
Customer Focus, Problem Solving & Service Excellence.		

LANGUAGES

- Arabic

Native

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- English

Native

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- French

Proficient

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- Spanish

Average

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