

Karim Guergouri

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Professional Summary

Results-driven professional with **4 years of experience in sales and call centers**, customer service, real estate, and administration. Proven track record in building strong client relationships, driving revenue growth, managing operations, and delivering exceptional customer experiences.

Professional Experience

Event Assistant - Aspetar World Conference 2025: At Aspetar Orthopaedic and Sports Medicine Hospital, Doha

- Assisted in coordinating conference logistics, registration, and attendee support.

Sales and Customer Service (2025): at ABH Real estate agency

- Assisted clients in buying, selling, and renting properties.
- Ensured high customer satisfaction through professional communication.
- Handled inbound and outbound calls to assist clients.
- Built long-term client relationships and achieved sales targets.

Administrative manager (2025): at Al Ulya Plus Tijara & Décor

Sales associate (2020 - 2022): Founded a *print on demand company specializing in custom clothing apparel*

- Delivered end-to-end customer support for owned print-on-demand store across email, social media.
- Handled customer inquiries, resolving issues, and ensuring high levels of client satisfaction.
- Used social media (Instagram, Facebook, TikTok) for both marketing and customer care.

Technical Engineer (2019) : at Ooredoo Telecom – Constantine, Algeria – (internship)

- Assisted in performing indoor and outdoor 4G coverage tests.
- Supported engineers in analyzing test results, identifying weak coverage areas, and suggesting adjustments to improve network performance.

Education

Masters in Networks and telecommunications : Mentouri University, Algeria	Sept 2019 – June 2021
Bachelor in Networks and telecommunications : Mentouri University, Algeria	Sept 2016 – June 2019
High school diploma – BAC: Soumia High school, Algeria	Sept 2013 – June 2016

Skills

Technical: MATLAB, Office Suite (Excel, Word, PowerPoint), Editing tools (Adobe Premiere, Lightroom, capcut), CRM Software, Social media management experience (Instagram, Facebook, TikTok)

Soft Skills: Communication, Teamwork, Creativity, Flexibility, Problem Solving, Time-management.

Certifications

- TCF Certification – CEFR Level C1 (septembre 2023)**
French institut of Algeria
- Global English Certificate – CEFR Level B2 (April 2025)**
British council – online

Languages

- Arabic :** Native (C2)
- English :** Fluent (C1)
- French :** Advanced (C1)