

# Karim Guergouri

Doha, Qatar



karimguergouri001@gmail.com



linkedin.com/in/karim-guergouri-a06b34263



+974 51898804



## Professional Summary

Results-driven professional with **4 years of experience in sales and call center**, 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

**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 & Decor*

**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)