

# Hamza SLAMANI

## Customer Service & Sales Assistant

Slamanihamza2019@gmail.com

+974 7104 7173

linkedin/hamza-slamani/



Customer-oriented Sales Assistant with a good experience in sales and customer service. Excellent communication skills, strong product knowledge, and proven ability to achieve sales goals.

Reliable, friendly, and committed to delivering an excellent customer experience.

## PROFESSIONAL EXPERIENCE

### Customer Communications Officer

*Fallait*, Algiers, Algeria | 2020 – 2023

- Responded to customer inquiries and provided accurate information about company products and services.
- Supported marketing and communication campaigns by preparing content and coordinating with different departments.

### Sales Assistant

Djezzy Telecommunications, Algeria | 2019– 2020

- Achieved strong customer satisfaction results through effective communication and problem-solving.
- Promoted and upsold company products, achieving monthly sales targets.
- Handled complaints calmly and professionally, ensuring positive client outcomes.

### Receptionist

*Language School*, Algiers, Algeria | 2017– 2018

- Welcomed visitors, answered calls, and directed clients to appropriate departments.
- Managed front-desk tasks including scheduling, documentation, and customer assistance.

## EDUCATION

**Master's degree in Communication and Public Relations**, *University Abderahman Mira*, Bejaia, Algeria | 2021

## SKILLS

Customer Service & Support, Sales & Upselling Techniques, Call Center Operations, Communication & Problem Solving, Reception & Front Desk Management, Teamwork & Multitasking, Record Keeping and Administrative Support, Ability to work under pressure, Fast learner and motivated to grow

## LANGUAGES

**Arabic:** Native | **French:** Fluent (B2) | **English:** Fluent - Upper-Intermediate (B2)