

# Jalal Jaouher

Doha, Qatar

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## Professional Summary

Versatile and results-oriented professional with more than 16 years of diversified experience in sales, customer success, operations, and project coordination. Strong background in IT service delivery, interior fit-out project management, and commercial negotiation. Skilled at building long-term customer relationships, driving targets, and managing multi-step operational processes in both corporate and entrepreneurial environments. Seeking a dynamic role in sales or operations to contribute to business growth and client satisfaction.

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## Professional Experience

### Dell Technologies – Casablanca, Morocco | Aug 2008 – Jun 2025

#### SLA Manager – Customer Success Program | 2017 – 2025

- Managed service level agreements, ensuring delivery performance and client satisfaction.
- Led regular business review meetings and customized reporting for enterprise clients.
- Collaborated on process improvement initiatives to optimize service quality and delivery.
- Monitored KPIs and resolved performance issues using analytical and problem-solving skills.

#### Inside Sales Account Manager – North Africa | 2014 – 2017

- Managed enterprise accounts and achieved revenue objectives across North Africa.
- Built strong client relationships through meetings, needs analysis, and business reviews.
- Coordinated cross-functional teams to ensure timely delivery and high service standards.
- Provided reports and market insights to support strategic decision-making.

#### Senior Customer Care Specialist – MENA (Indirect Distribution) | 2012 – 2014

- Supported regional distributors, handling orders, escalations, and client coordination.
- Strengthened relationships with partners and improved operational workflows.
- Generated KPI-based reports and identified opportunities for efficiency improvement.

### **Senior Customer Care Specialist – France EBU Segment | 2008 – 2012**

- Served as SPOC for enterprise customers in France, ensuring service quality and effective issue resolution.
- Managed billing, subscriptions, and technical support coordination.
- Recommended enhancement opportunities based on customer feedback and trends.

### **Sales Representative – Timeshare Concept | 2006**

- Promoted and sold vacation ownership packages.
- Conducted client presentations and consultations.

### **Customer Advisor – Telecom (Orange France) | 2004 – 2006**

- Provided customer support for billing, subscriptions, and technical issues.
  - Consistently maintained high satisfaction scores through effective case handling.
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## **Entrepreneurial & Independent Experience (Part-Time / Freelance)**

### **Independent Second-Hand Automotive Dealer & Vehicle Consultant | Morocco | 2012 – Aug 2025**

- Managed end-to-end sourcing, inspection, pricing, negotiation, documentation, and sale of vehicles.
- Provided advisory services to buyers and sellers; collaborated with private clients and dealers.
- Facilitated an average of ~30 transactions per year, strengthening negotiation and commercial skills.

### **Fast-Food Business Owner | Morocco | Dec 2018 – 2020**

- Launched and operated a mixed fast-food concept, managing purchasing, suppliers, staff, menu development, marketing, and delivery operations.
- Maintained profitable operations prior to closure due to COVID-19 restrictions.

### **Interior Fit-Out & Finishing Project Coordinator (Freelance) | Morocco | Jun 2020 – Aug 2025**

- Delivered turnkey residential and small commercial fit-out projects.
- Managed quotations, procurement, contractor hiring, scheduling, budgeting, site supervision, quality control, and client handovers.
- Coordinated multiple trades: paint, tiling, carpentry, ceilings, aluminum, electrical, plumbing, HVAC finishing, etc.

### **Field Operations Manager – Smart Aménagement | Morocco | Late 2020 – Aug 2025**

- Supervised daily operations of interior fit-out projects with subcontractors and in-house teams.
  - Managed procurement, planning, budgets, technical coordination, and client communication.
  - Delivered projects meeting quality, cost, and timeline objectives.
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## Education

**Two-Year University Diploma in Law (French Section)** – University Hassan II, Casablanca, Morocco | 2004

**High School Diploma – Literature (Lettres Modernes)** – Lycée Al Waha, Casablanca | 2001

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## Skills

### Languages

• Arabic (Native) • French (Fluent) • English (Advanced) • Spanish (Basic)

### Software & Tools

- Microsoft Office (Excel, Word, PowerPoint)
- CRM and ERP systems (strong adaptability to internal corporate tools)

### Core Competencies

- **Sales & Business Development** – Driving growth through client engagement and targeted selling
  - **Target Achievement** – Consistently meeting performance and revenue goals
  - **Negotiation & Influence** – Securing agreements, closing deals, and managing expectations
  - **Client Relationship Management** – Building trust-based, long-term customer partnerships
  - **Leadership & Team Coordination** – Guiding teams and motivating project contributors
  - **Operations & Project Planning** – Delivering efficient, end-to-end operational solutions
  - **Problem Solving & Decision Making** – Resolving issues with data and logic
  - **Process Optimization** – Enhancing workflows for cost, quality, and speed efficiency
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## Interests

- Sports
- Music