

MOHAMED BACHIR BOUZAFFA

SALES ASSOCIATES | CUSTOMER SERVICE REPRESENTATIVE

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SUMMARY

Enthusiastic and service-oriented sales professional with a strong ability to connect with customers, understand their needs, and provide tailored solutions. Known for a friendly demeanor, active listening skills, and a passion for helping customers make confident purchasing decisions. Committed to supporting sales growth through exceptional service and consistent performance.

PROFESSIONAL EXPERIENCE

- Sales Associates, Zara, Alger

Dec 2023 - Oct 2025

  - Delivered personalized customer service and guided clients through product choices.
  - Handled returns, exchanges, and customer concerns professionally.
  - Participated in visual merchandising and sales promotions.
  - Maintained strong performance during peak seasons and high-traffic periods.
- Sales Associates, Puma, Blida

Sept 2021 - Nov 2023

  - Assisted customers with product selection and delivered accurate information.
  - Ensured organized displays and maintained stock availability.
  - Supported daily store operations and contributed to meeting sales targets.
  - Provided a welcoming customer experience and resolved inquiries effectively.

SKILLS

Sales & Upselling	Teamwork & Collaboration
Communication	Time Management & Organizational Skills
CustomerService	Adaptability & Flexibility

EDUCATION

- Nurse Assistant

Nov 2022 - Nov 2024

Rifak El Seha paramedical training institute
- High School Graduated

Sept 2018 - July 2021

ADDITIONAL INFORMATION

- Languages:** Arabic, English, French.
- Certifications:** Nurse Assistant Diploma (DNA), High School Diploma, Coach Of Algeria Stick Fighting