

HICHEM LEZGHED

Sales & Customer service



CONTACT

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SKILLS

- Relationship building
- Curiosity
- Adaptability
- Organization skills
- Team work
- Storytelling
- Positive language
- Persuasiveness

LANGUAGES

- English - Fluently
- Arabic - Native
- French – Fluently

EDUCATION

- Bachelor's degree in Civil Engineering
University of Skikda - Nov. 2021.
- Master's degree in Civil Engineering
University of Skikda – July 2023.

SUMMARY

Dynamic and results-driven professional with strong experience in sales and customer service. Skilled in building and maintaining client relationships, understanding customer needs, and delivering solutions that drive satisfaction and revenue. Excellent communication and problem-solving abilities, with a proven track record of achieving targets and providing exceptional customer experiences.

WORK EXPERIENCE

Feb 2025 – Dec 2025 Customer Service Representative | Ooredoo – Algiers, Algeria

- Handled customer inquiries and provided clear information about offers and services.
- Resolved technical issues and supported customers with mobile and internet services.
- Processed payments, activations, and service modifications accurately.

Jul 2024 – Dec 2024 Area Sales Executive | Aramex / DHL – Algiers, Algeria

- Skilled in client acquisition, account management, and building strong business relationships.
- Achieved sales targets through strategic planning, negotiation, and excellent communication skills.
- Resolved guest issues to ensure a smooth visitor experience.

Sep 2023 – Jun 2024 Sales representative | Adidas – Algiers, Algeria

- Assisted customers in selecting products, providing detailed knowledge to support informed purchases.
- Assisted clients in selecting products, increasing sales, and enhancing the shopping experience.
- Developed strong client relationships and contributed to achieving store sales targets.