

# WALID REJEB

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## Summary

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Seeking a challenging and rewarding position in a professional organization where I can leverage my extensive experience and interpersonal skills to achieve career advancement. I am dedicated to developing and implementing practical plans to contribute significantly to the organization's growth and success.

## Professional Experience

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### **Auto Service Advisor - SSTS Renault Gafsa**

*Apr 2023 – June 2025*

- Greeted customers and directed them to available technicians.
- Consulted with technicians regarding necessary repairs and alternative solutions for expensive repairs.
- Answered customer questions about service outcomes and consulted with technicians when needed.
- Informed customers about potential cost savings and warranty protections, assisting them in deciding on vehicle repairs or trade-ins.
- Oversaw and managed the service center's scheduling and workflow, informing customers of service changes or vehicle readiness.

### **Auto Parts Advisor - Bosh Gafsa**

*Aug 2021 – Mar 2023*

- Advised customers on selecting and purchasing appropriate parts for their vehicles.
- Suggested companion products and specials.
- Pulled parts from stock and updated inventory.
- Submitted orders, managed deliveries, and coordinated pickups for off-site parts.
- Answered phones, supplied price quotes, order information, and other details to customers.
- Fulfilled parts requests for the service desk.
- Solicited accounts by phone.
- Handled parts returns and credit slips.
- Coordinated with other departments as necessary.
- Provided quality customer service.
- Maintained cleanliness of the parts department area.
- Created attractive displays for parts and accessories.
- Participated in on-job training programs.

## **Auto Parts Advisor with Diagnostic - Toyota Services Gafsa**

*Jun 2013 – Aug 2015*

- Received and greeted customers, discussed and understood their parts requirements, guided them on the best options, and assisted in informed purchasing decisions.
- Created additional sales opportunities by promoting related parts to customers.
- Identified correct parts from catalogues by assessing vehicle type and use.
- Prepared quotations for parts, checked availability in other branches/incoming shipments if out of stock, or initiated procurement requests.
- Established healthy and profitable relationships by proactively communicating and following up with existing and prospective customers on parts requirements to convert pending quotations into confirmed sales.
- Issued parts for all confirmed sales orders and generated invoices upon confirmation of payment.

- Registered lost sales in the system due to unavailability of parts and raised requests to the purchase department for local purchase or VOR orders.
- Promoted sales of accessories to increase sales/profitability.
- Ensured all necessary documentation to minimize errors and ensure timely delivery of parts to customers.

## Education

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- **Web Developer Front-End Certificate** - 2022 (with some experience)
- **Certificate in Auto Diagnostics** - 2013
- **Computer Science Bachelor Degree** - 2010
- **Baccalaureate Certificate - Technology** - 2007

## Skills

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**Software:** MS Office, Citrix, Sirocco, Data Base System, Management **Technical Skills:** Technical Communication, Mailing, Coaching, Customer Relationship Management, Events Management, Logistics Planning, Team Building, Governance, Digital Marketing, Conflicts Management **Soft Skills:** Versatility, Responsibility, Ambition, Organization, Autonomy, Dynamism, Leadership, Motivation, Creativity, Reactivity, Adaptability

## Languages

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- **French:** Fluent
- **English:** Proficient
- **Arabic:** Native
- **German:** Basic

## Extra-Professional Activities

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- **Sport and Work** – Orange Football Team – Since 2016

- **Citizen for Municipal Accountability Committee** – Since 2018
- **Irada for Development Association** – Member – 2017

## Various

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- Driving Licence
- First Aid Certification

## Hobbies

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- Sport
- Travelling
- Gaming
- Camping